



CITY GOVERNMENT OF ILAGAN

CITIZEN'S CHARTER 2022

2nd Edition



- I. **Mandate:** The City Government of Ilagan, pursuant to its mandate under the Local Government Code of 1991 and Republic Act 10169 shall maintain a functional local government organization working towards an efficient and effective delivery of services and provide accessible, fast and dependable local governance.
- II. **Vision:** “City of Ilagan, The Corn Capital of the Philippines, with empowered and secured citizenry living in an ecologically balanced environment, and fully developed structures propelled by vibrant economy, governed by honest, dedicated, committed and transparent leadership towards a nationally and globally competitive City”.
- III. **Mission:** To operate and sustain an autonomous Local Government with responsive and accountable public servants, self-reliant, capable of planning and execution of fiscal and administrative development, at the forefront in the realization of the vision of development-thus contribute to the attainment of national goals.
- IV. **Service Pledge:** We, the officials and employees of the City Government of Ilagan, swear to deliver efficient services immediately to the people and act with zeal towards the attainment of the City Vision of development.



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CITY HEALTH OFFICE – RHU I

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8. Information & Services on Family Planning
9. Women's Health Services
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12. Healthy Lifestyle Diseases
13. Availment of Dental Services
14. Securing Medical/ Dental Certificate
15. Securing Sanitary Permit
16. Securing Permit/ Certificate for Exhumation & Transfer of Bone Cadaver
17. Securing Death Certificate
18. Availment of Chlorine Granules
19. Birthing Center
20. Animal Bite Treatment Center
21. Ilagan Blood Station
22. Information & services on Adolescent Health & Development Program
23. Availment of Medico-Legal

CITY HEALTH OFFICE – RHU II

1. Out Patient Consultation
2. Well Baby
3. Integrated Mngt. Of Childhood Illness
4. Maternal Health Care
5. Assist Normal Spontaneous Delivery
6. Information & Service on Family Planning
7. Women's Health Services
8. Availment of Anti-TB Drugs
9. Non-Cummunicable Disease
10. Availment of Dental Services
11. Laboratory Services
12. Expanded Newborn Screening Program
13. Availment of Anti-Leprosy Drug
14. Securing Medical/Dental Certificate
15. Availment of Medico-Legal (for victim of sexual abuse & major accident)
16. Issuance of Sanitary Permit
17. Transfer of Cadaver

San Antonio City Hospital

1. Philhealth Department
2. Dental Department
3. Dietary Department
4. Pharmacy Department
5. Laboratory Department
6. Nursing Department
7. Social Service Department
8. Medical Records Department
9. Radiology Department
10. Billing and Cashier Department
11. Cashier Department

City Human Resource Management Office

1. Evaluation of Documents for job applicants in the Local Government Unit, City of Ilagan
2. Processing of appointments
3. Leave Application Form
4. Service Record, Certifications Travel Order

City Budget Office

1. Processing of Obligation Request (Obr)
2. Barangay Budget Review

City Agriculturist Office

1. Provision of Technical Assistance on Crop Production Technology Updates on Rice & Corn
2. Integrated Pest Management
3. Soil Sampling and Analysis
4. Pest & Diseases Outbreak Control
5. Animal Health Services & Animal Vaccination Program
6. Diagnosis and Treatment of Sick Animals
7. Deworming of Large & Small Ruminants
8. Issuance of Animal Health Inspection Certificate
9. Production Inputs Vegetable & Fruit Trees Seedlings Dispersal Program
10. Tilapia Fingerlings Dispersal Program
11. Issuance of Certification on Production Loan
12. Issuance of Transport Certification of Fishery Production

Business Permits & Licensing Office

1. Issuance of Business Permit (New Business/ Renewal of Business/ Special Lane
2. Issuance of Business Retirement Certificate
3. Tricycle Permit/ Franchise Registration
4. Mayor's Clearance/ Working Permit Availment

City Civil Registry Office

1. Local Verification
2. Registration of birth, marriage & death certificate
3. Application for out-of-town & delayed registration of birth, marriage & death
4. Application for marriage/ license
5. Change of First name
6. Correction of Clerical Error
7. Batch Request Query System (BREQS)

City Assessor's Office

1. Issuance of Tax Declaration of Real Property under new owner (Transfer of ownership)
2. Issuance of Updated Tax Declaration based on the result of segregation/ consolidation/ Reclassification of real properties
3. Issuance of Tax Declaration on newly discovered real property- Land (untitled property)
4. Issuance of Tax Declaration on newly discovered real property Land (Titled Property)
5. Issuance of Tax Declaration on newly discovered real property building & machinery
6. Issuance of Tax Declaration with annotations of notice of levy, mortgages, encumbrances, etc.
7. Issuance of certified true copy/ies of tax declaration, certifications, cancelled series of TDs & raceback of TDs.

City Accountant's Office

1. Issuance of accountant's advice
2. Process disbursement vouchers/ payroll
3. Securing requirements for loan purposes & other claims
4. Securing certificate of withholding taxes
5. Barangay Transactions

City Environment and Natural Resources Office

1. Clearance for Environmental Environment
2. Request of seedlings for tree planting activity
3. Requesting for information, education & enforcement campaign (IEEC) on ecological solid waste management & forest conservation.

City Cooperative Office

1. Securing of Endorsement for registration to Cooperative Development Authority
2. Conduct of Pre-Membership (PMES) for Cooperative about to organize
3. Registration for Cooperative Business Permit
4. Securing of Endorsement for the issuance of Certificate of Tax Exemption from Bureau of Internal Revenue (BIR)

City Planning and Development Office

1. Locational Clearance/ Zoning Permit
2. Preliminary approval & Locational Clearance/ Development Permit/ Alteration of Plan
3. Availment of Technical Date/ information

City Social Welfare and Development Office

1. Provision of Assistance to Individuals in Crisis Situation
2. Provision of Emergency Shelter
3. Adoption (Preparation of Child Study)
4. Intervention Program for Children in conflict with the law
5. Intervention Program for Children at Risk
6. Intervention Program for Women in Especially Difficult Circumstances
7. Intervention Program for Children in need for special protection
8. Referrals
9. Provision of Solo Parents ID card
10. Provision of PWD ID Card/ Purchase Booklet
11. Community-based Psychological Rehabilitation Program

City Engineering Office

1. Issuance of Building Permit
2. Preparation of Program Works
3. Securing inspection report

City Legal Office

1. Legal counseling/ advice
2. Mediation/ consultation/ confrontation
3. Issuance of various legal documents
4. Rendering legal opinion

Persons with Disability Affairs Office

1. According care & commitment to ensure self-development & self-reliance of PWD (ACCESS) Program
2. Provision of PWD ID which includes registration of National Council for Disability Affairs & provision or purchase of medicine & grocery outlet
3. Physical Medicine & Rehabilitation Services
4. Community-based Rehabilitation (CBRO Program under according care & commitment to ensure self-development & self-reliance of PWD (ACCESS) Program

City Population Office

1. **Pre-marriage counseling seminar**

City Labor and Employment Office

1. Provision of labor market information
2. Referral & placement recommendation
3. Issuance of certificate of local recruitment activity
4. Issuance of certificate of no objection to recommend agencies (overseas)
5. Special programs/ Job fairs
6. SPEC-Special program for the employment or students
7. Career guidance/ employment coaching

Sangguniang Panlungsod Office

1. Legislative documents i.e. Ordinances, resolution, minutes, committee reports & others
2. Issuance of tricycle franchise
3. Request for enactment of legislation
4. Approval of the barangay budget
5. Approval of annual budget

City Tourism Office

1. Inquiry/ request information
2. Tour services
3. Accreditation assistance
4. Library services
5. Museum Tour

City Architect's Office

1. Preparation of Architectural Design
2. Project Supervision
3. Permits

City General Services Office

1. Small Value Procurement
2. Issuance of Request & Return of Equipment & Facilities
3. IT repair request
4. Request for property clearance
5. Request for transfer of property accountability
6. Request for property return of unserviceable

CITY GOVERNMENT OF ILAGAN
City Mayor's Office



1. Provision of Medicines

Description of the Service: The basic services of the City Government Includes the provision of medicines to indigent citizens. After undergoing medical check-up, the client who does not have the financial capability to purchase the needed medicines must proceed to the Office of the City Mayor with the issued prescription for assistance.

Office or Divisions:	Office of the City Mayor
Classification:	SIMPLE
Type of Transactions:	G2C
Who may avail:	Indigent Citizens

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Certificate of Indigency 2. Doctor's Prescription		From the Barangay From Clinic / Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements for verification 2. If medicine is <u>available at the CHO pharmacy</u> , the client must proceed to the pharmacy together with the prescription duly countersigned by the Nurse -or- If medicine is <u>not available at the CHO pharmacy</u> , client is subject to grant of financial assistance	Accept and verify the documents	None	2 minutes	Rowena M. Macugay Administrative Aide I
	Staff checks the availability of prescribed medicines from the local pharmacy	None	5 minutes	Dom Galasinao, Jr. Nurse
	Pharmacist releases the prescribed medicines	None	1 minute	Resident Pharmacist City Health Office
	The office will provide financial assistance	None	2 minutes	Josemarie L. Diaz City Mayor
TOTAL:			10 minutes	

2. Provision of Endorsement/Recommendation/Certification

Description of the Service: The office endorses/recommends applicants, individuals, cooperatives and organizations seeking for job opportunities, financial grant, equipment grants from other government agencies or private institutions

Office or Divisions:	Office of the City Mayor
Classification:	SIMPLE
Type of Transactions:	G2C
Who may avail:	All Ilagueño Citizens/Cooperatives/Organizations

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
For individuals: 1. Barangay Clearance 2. Voter's Registration/Community Tax Certificate 3. Application Letter (for job opportunities) 4. Credentials (Transcript of Records, Diploma, Seminar's/Trainings attended) For Cooperatives/Organizations: 1. Endorsement from the City Agriculture Office or City Cooperative Office 2. Article of Incorporation, By-Laws and Certificate of Registration from SEC (Organizations) or CDA (Cooperatives) 3. List of officers and members and addresses		From the Barangay where the individual resides Comelec/Office of the City Treasury From the individual Issued by the school or the agency who conducts the seminar/training City Agriculture Office or City Cooperative Office Certificate of Registration from SEC or CDA From the Cooperative/Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents for verification	Accept and verify the documents	None	2 minutes	Judith Rapadas Administrative Aide I
	Type the endorsement/ Recommendation/ Certification	None	5 minutes	Valerie Santiago Statistician III
2. Claim the Endorsement / Recommendation / Certification	Release the endorsement/ recommendation/ certification	None	1 minute	Josemarie L. Diaz City Mayor
TOTAL:		None	8 minutes	
<i>(please use additional sheet/s if necessary)</i>				
3. Provision of Medical/Hospital and Livelihood Assistance Description of the Service: One of the basic services provided by the City Government includes the provision of medical/hospital assistance to indigent citizens who cannot afford to acquire medical services and/or pay their hospital bills. The office also provides livelihood assistance to indigents citizens (solo parents, households living below the poverty threshold) to augment their means of living through the City Agriculture or City Cooperative Office. Those who would like to avail such services must undergo a Social Case Study from the CSWDO before the grant of assistance.				
Office or Divisions:	Office of the City Mayor			
Classification:	SIMPLE			
Type of Transactions:	G2C			
Who may avail:	Indigent Citizens			
CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
For Medical/Hospital Assistance: 1. Certificate of Indigency 2. Medical Certificate/Medical Abstract of Patient 3. Hospital Bill 4. Doctor's Prescription 5. Intake Interview Sheet/Social Case Study For Livelihood Assistance: 1. Request Letter and/or Project Proposal 2. Endorsement Letter		From the Barangay where the individual resides From the Clinic/Hospital From the Clinic/Hospital From the Clinic/Hospital From the CSWD Office From the individual From the City Agriculture or City Cooperative Office		

3. Certificate of Indigency	From the Barangay where the individual resides
4. Solo Parent ID	From the CSWD Office
5. Intake Interview Sheet/Social Case Study	From the CSWD Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements/request for verification	Accept and verify the documents	None	2 minutes	Rowena M. Macugay Administrative Aide I -or- Dom Galasinao, Jr. Nurse
2. <u>For requests other than PhilHealth subsidy, claim the Medical/Hospital or Livelihood Grant</u> -or- <u>If the client is seeking for PhilHealth Subsidy, proceed to CSWDO for endorsement to PhilHealth</u>	Release of Medical/Hospital or Livelihood Grant	None	2 minutes	Josemarie L. Diaz City Mayor
3. Claim the signed endorsement to PhilHealth for subsidy	Provide PhilHealth endorsement to client for subsidy	None	3 minutes	Evalyn A. Bacungan CSWD Officer
	Release of endorsement for PhilHealth subsidy	None	2 minutes	Josemarie L. Diaz City Mayor
TOTAL:		None	4-9 minutes	

4. Provision of Burial Services and Lending of Ambulance and other LGU Vehicles

Description of the Service: The City Government provides burial services to indigent families who have recently lost their loved ones and cannot afford the burial services offered by funeral homes. Burial services includes embalming, casket, and the internment service. Aside from burial services, the City Government also lends ambulance for mobility of patients between medical facilities or to their homes as well as other LGU vehicles requested for various purposes.

Office or Divisions:	Office of the City Mayor
Classification:	SIMPLE
Type of Transactions:	G2C
Who may avail:	All Ilagueño Citizens

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
For Burial Assistance: 1. Certificate of Indigency 2. Death Certificate		From the Barangay From the Office of the Civil Registrar		
For Ambulance or other LGU Vehicles: 1. Request Letter		From the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements for verification	Accept and verify the documents	None	2 minutes	Judith Rapadas Administrative Aide I

	Endorse the request to Ilagan Mayor's Action Center (IMAC) for the provision of burial assistance or LGU vehicle	None	3 minutes	-or- Rowena M. Macugay Administrative Aide I Ronald Paguirigan Private Secretary -or- Maria Rosario Yumul Admin. Officer V
2. Proceed to Ilagan Mayor's Action Center (IMAC) to sign waiver (before claiming burial services) or sign the agreement of usage (before the release of requested LGU vehicle)	IMAC Staff will present waiver (for burial assistance) or agreement of usage (for LGU vehicle) for the client to sign; upon signature, provide the burial service/LGU vehicle to client	None	5 minutes	Johnnie Timbreza IMAC Staff
TOTAL:		None	10 minutes	
<i>(please use additional sheet/s if necessary)</i>				

5. Provision of Scholarship Assistance

Description of the Service: Scholarship assistance is being provided to elementary, high school and college students, out-of-school youth and graduate students to augment their capability to acquire education. Before each school year, scholarship applications are being processed by the Office of the City Mayor, through the Special Projects Office, where applicants are granted/issued with scholarship grants

Office or Divisions:	Office of the City Mayor
Classification:	SIMPLE
Type of Transactions:	G2C
Who may avail:	All Ilagueño Students

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
COLLEGE LEVEL	
For New Applicants:	From the client
1. Biodata with 2x2 Picture	From the Barangay where the individual resides
2. Barangay Clearance	From the School
3. Original Copy of Assessment / Enrollment Form, Certificate of Grades (COG) or Transcript of Records (TOR)	From the Barangay where the individual resides
4. Biometrics/Precint Number and SK Chairman Endorsement	From the School
6. For fresh graduates, please include Diploma, Form 137-A and GMRC	
For Renewal:	From the Barangay where the individual resides
1. Barangay Clearance	From the School
2. Original Copy of COG, Assessment / Enrollment Form	From the Barangay where the individual resides
3. Biometrics/ Precint No., SK Chairman Endorsement	
GRADUATE STUDIES	
For New Applicants:	From the Institution where the individual is employed
1. Certificate of Employment	From the Barangay where the individual resides
2. Voter's ID	From the Barangay where the individual resides
3. Barangay Clearance	From the School
4. Assessment and Enrollment Form	From the Special Projects Office
5. Application Form	From the School
6. Transcript of Records	From the client

7. Bio-data with 2x2 picture 8. Letter of Intent/Scholarship Application Letter 9. Cedula (Photocopy) 10. SK Endorsement (for 18-30 y/o) For Renewal: 1. Barangay Clearance 2. Assessment and Enrollment Form 3. Certificate of Grades (Original with Dry Seal) 4. SK Endorsement for 18-30 y/o 5. Photocopy of Voter's ID or Voter's Certification	From the School From the City Treasurer's Office From the Barangay where the individual resides From the Barangay where the individual resides From the School From the School From the Barangay where the individual resides COMELEC
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements for verification	Accept, verify and file the documents	None	2 minutes	Pastor P. Bacungan HRMO-III
2. Accomplish Scholarship Application Form	Present Scholarship Application Form for accomplishment	None	3 minutes	Georgia Pontejos SPO Staff
3. Claim Scholarship Certificate and Voucher	Upon completeness of all requirements and signatures, SPO Staff releases the Scholarship Certificate and Voucher	None	2 minutes	Georgia Pontejos SPO Staff
4. Proceed to Mayor's Office for signature of Scholarship Voucher	Sign the Scholarship Voucher	None	3 minutes	Josmarie L. Diaz City Mayor
TOTAL:		None	10 minutes	

6. Provision of Financial and Material Assistance to Barangay LGU and CSOs

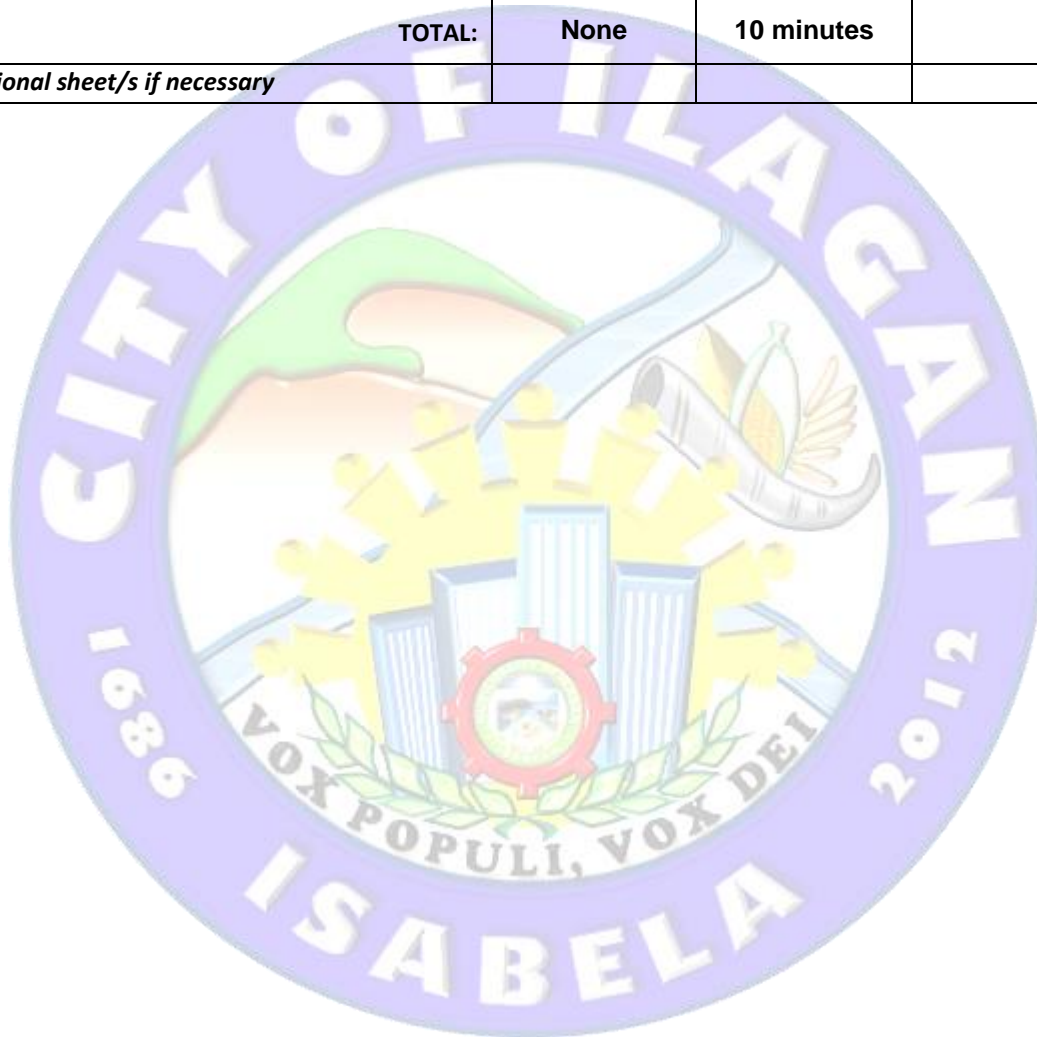
Description of the Service: The City Government considers Barangays, NGOs, POs as partners of the administration. Thus, it supports projects and programs that will result to the welfare of the people, as such, it also provides financial assistance for the realization of their projects and programs.

Office or Divisions:	Office of the City Mayor
Classification:	SIMPLE
Type of Transactions:	G2C
Who may avail:	Barangay Officials, CSOs, POs

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
1. Request Letter 2. Resolution and Project Proposal and estimates for NGOs/POs 3. Accreditation Certificate by the Sangguniang Panlungsod of Ilagan	From the Barangay, CSOs and POs From the Barangay, Estimates are provided by the City Engineering Office Sangguniang Panlungsod Office of Ilagan

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request proposal and requirements for review and consideration	Accept and verify the documents	None	2 minutes	Ronald Paguirigan Private Secretary I

2. Receive financial assistance (for projects below P100,000.00)	Release financial assistance (for projects below P100,000.00)	None	3 minutes	Josemarie L. Diaz City Mayor
	Projects above 100,000.00 are programmed and considered for appropriation under the 20% EDF, unless urgently required. Request is forwarded to CPDO for inclusion to next year's budget and PPAs	None	5 minutes	ROMEO C. GARCIA CPD Coordinator
TOTAL:		None	10 minutes	
<i>(please use additional sheet/s if necessary)</i>				



CITY GOVERNMENT OF ILAGAN
City Administrator's Office



1. SECURING OF BLOOD

Office or Divisions:	Office of the City Administrator
Classification:	Simple
Type of Transactions:	G2C - Government to Citizen
Who may avail:	Citizens

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
1. Doctor's Request 2. Barangay Clearance of Patient & borrower 3. Voter's ID/ Certification of patient & borrower	1. Hospital/ Doctor/ Nurse 2. Respective Barangays 3. COMELEC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the office of the City Administrator to get withdrawal form	A. Get information	No fees to be collected	2 minutes	Janice Marquez Blood coordinator Admin's office
	B. Check the availability of blood		2 minutes	
	C. Prepare withdrawal form		2 minutes	
	D. Approval of the City Administrator		1 minute	
2. Submit withdrawal form to blood station CHO - I	2. Dispense blood		5 minutes	Babyjean Pascua Administrative aide 1 Admin's office Reynolds R. Lora City Administrator Officer in charge / duty CHO - I
TOTAL:			12 Minutes	

2. CLAIMING OF CONFISCATED DRIVER'S LICENSE

Office or Divisions:	Office of the City Administrator
Classification:	Simple
Type of Transactions:	G2C - Government to Citizens
Who may avail:	Citizens

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
1. TVR "TRAFFIC VIOLATION RECEIPT" 2. O.R. " OFFICIAL RECEIPT"	ISSUED BY CTMG "CITY TRAFFIC MANAGEMENT GROUP" OFFICE OF THE CITY TREASURER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present TVR at the Office of the City Administrator	1. Check if license is already surrendered to CTMG	No fees to be paid	1. 1 TO 2 minutes	Charibelle Nebalasca Administrative Aide I

2. Pay TVR at the Office of the City Treasurer	2. Issuance of O.R after payment	No helmet/ Obstruction 200 DTS/ DTO400	2. 2 minutes	Ma. Theresa Silva Bookbinder IV
3. Present OR at the Office of the City Administrator	3. Record & release driver's license	No fees to be collected	3. 1 TO 2 minutes	Charibelle Nebalasca Administrative Aide I
TOTAL:			6 MINUTES	
<i>(please use additional sheet/s if necessary)</i>				



CITY GOVERNMENT OF ILAGAN
City Disaster Risk Reduction Management Office



1. EMERGENCY MEDICAL SERVICES

Description of the Service: Emergency Medical Services (EMS) is a sub-unit of RESCUE 1124 under the City Disaster Risk Reduction and Management Office in catering clients with Emergency Needs. To identify threats to clients lives and manage incidents.

Office or Divisions:	CDRRMO
Classification:	SIMPLE
Type of Transactions:	GOVERNMENT TO CLIENT
Who may avail:	CITIZEN

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
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N/A	N/A
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall call the hotline number of the CDRRMO, walk-in requests are also entertained (Vehicular accident, medical cases, OB-gyne related emergencies, water related emergencies, fire incident)	1. Dispatch Officer receives call - Identify type of incident - Asks basic information (Nature of incident, exact location, name of caller)	None	1 minute	Dispatch Officer on duty
	2. Dispatch ambulance		59 seconds	Dispatch Officer on duty
	3. Monitor response and feedbacking from response team		1 minute	Dispatch Officer on duty
	4. Response team arrives at the scene of incident		Average time : 8 minutes and may vary depending on road, weather & traffic condition	Transport Officer on duty
	5. Response Team shall give first aid management		5 minutes	Medical crew/aider on duty
	6. Response Team shall identify if client needs advance healthcare management. If YES, feedback to operations center for advance call, If NO, observe and monitor and endorse to significant other		1 minute	Team Leader on duty
	7. Response Team refers client to hospital Receiving hospital or		1 minute	Team Leader on duty

	- facility receives client and sign patient endorsement form		1 minute	Data gatherer on duty
TOTAL:			18 minute & 59 seconds	

2. SEARCH AND RESCUE SERVICES

Description of the Service: Search and Rescue Unit services (SARU) as a sub-unit of RESCUE 1124 of the City Disaster Risk Reduction and Management Office that conducts search, rescue and retrieval operations in water related emergencies, collapsed structure and confined space client extrication, and wilderness extrication that requires technical skills in extricating clients.

Office or Divisions:	CDRRMO
Classification:	SIMPLE
Type of Transactions:	GOVERNMENT TO CLIENT
Who may avail:	CITIZEN

CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client shall call the hotline number of the CDRRMO to report missing individuals, walk in requests are also entertained. (drowning or Water related, collapsed building or infrastructure, or lost in wilderness)	1. Dispatch Officer receives call	None	1 minute	Dispatch Officer on duty
	- Identify type of incident		59 seconds	Dispatch Officer on duty
	2. Dispatch officer dispatches team in accordance with the incident (Water Search and Rescue Team for drowning. Urban Search and Rescue Team for collapsed structure and confined spaces, Mountain Search and Rescue Team for wilderness rescue)		1 minute	Dispatch Officer on duty
	3. Monitor situation and feedback to the responding team (necessary back up can be placed like PNP if needed)		8 minutes	Transport Officer on duty
	4. Response Team arrives at the scene of the incident		1 minute	Team leader on duty
	5. Team Leader assesses scene and check for safety of the scene to proceed (If YES proceed and feedback to operations center, If NO, withdraw and call for back-up		Average time of 3 minutes depending of	Search and Rescue Unit Team on duty
6. Response team gives necessary first aid management and extricate				

	client immediately		the current situation in the field	
	7. Response team endorse client to Emergency Medical Services (EMS) for continuity of care and referral and feedback to operations center for needs or back up (ex. Management of the Dead and Missing Team)		1 minute	Team leader of Search and Rescue Unit on duty
	8. EMS team continuously/ begin first aid management & transport client to nearest hospital while Dispatch Officer make an advance call to hospital		4 minutes	EMS team on duty
	9. Receiving hospital or facility receives client and sign patient endorsement form		1 minute	Data gatherer on duty
	TOTAL:		20 minutes & 59 seconds	
<i>(please use additional sheet/s if necessary)</i>				

3. AMBULANCE TRANSPORT SERVICE

Description of the Service: Ambulance Transport Service (ATS) is a sub-unit of RESCUE 1124 under the City Disaster Risk Reduction and Management Office in catering clients needed to be transported from one hospital to another hospital or clients needing laboratory services and needed to be transported from a hospital to another laboratory facility, and also transporting clients from hospital to their residence.

Office or Divisions:	CDRRMO
Classification:	SIMPLE
Type of Transactions:	GOVERNMENT TO CLIENT
Who may avail:	CITIZEN

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
1. Hospital to Hospital *Hospital Referral form *Filled up travel form from the CDRRMO *Filled up consent of care from the CDRRMO	From requesting hospital CDRRMO CDRRMO
2. Hospital to Laboratory facility *Filled up consent of care from the CDRRMO	CDRRMO
3. Hospital to residence *Hospital clearance *Filled up consent of care from the CDRRMO	From requesting hospital CDRRMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall call the hotline number of the CDRRMO walk in requests are also entertained.	1. Dispatch Officer on duty receives call and ask if client is already legible to be transported, (Ex. Doctors referral form accomplished, Cleared by the referring hospital, referring nurse ready to transport the client, advance call already made to the receiving hospital,)	none	1 minute	Dispatch Officer on duty
	2. Dispatch Officer dispatches team and monitor response and feedbacking from response team		59 seconds	Dispatch Officer on duty
	3. Response team arrives at the referring hospital		5 minutes	Transport Officer on duty
	4. Response Team secures advance call to receiving hospital, referral form, travel form and consent of care form and Team refers client to hospital		Average of 15 minutes but Time varies on the distance from referring hospital to receiving hospital (ex. IPH to CVMC approximately 1 hour and 30 minutes)	Team leader & Medical Crew on duty
	5. Receiving hospital or facility receives client and sign patient endorsement form, while bring home clients, relatives or significant others sign patient endorsement form		1 minute	Data gatherer on duty
TOTAL:			22 minutes & 59 seconds	
<i>(please use additional sheet/s if necessary)</i>				
4. DISASTER PREPAREDNESS AND CAPACITY BUILDING SERVICES				
Description of the Service: Disaster Preparedness and Capacity Building is one of the services imbued in the vision and mission of the City Disaster Risk Reduction and Management Office in preparing the community. To be empowered, safe, secure and resilient to climate and disaster risks.				
Office or Divisions:	CDRRMO			
Classification:	SIMPLE			
Type of Transactions:	GOVERNMENT TO CLIENT			
Who may avail:	CITIZEN			

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
Request Letter		Requesting Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall call the hotline number of the CDRRMO walk in requests are also entertained. (request for drills, training, request, coaching in developing plans, request for research, request for medics/assistance in events, volunteer organizing)	1.Dispatch Officer on duty receives call and endorse client to the appropriate person in-charge	none	30 seconds	Dispatch Officer on duty
2. Client receives call from DRRM staff	2. Training Officer or Planning Officer or Operations Officer returns call to the client and discusses schedule training/ developing plans or medics assistance to the Client		3 minutes	Admin & Training Officer in-charge : Geralyn G. Gangan/Nurse I Research & Planning Officer in-charge: Marineth Kaye A. Paguirigan/ Clerk I Operations & warning Officer in-charge: Peter Rey Lora/ Nurse I
3. Client signs visitor log book and gives request letter to the CDRRM Office	3. DRRM staff receives letter and sign receiving copy of request letter and endorsed to the DRRM Officer/Head.		1 minute	DRRM staff & Head CDRRM Officer: Francisco R. Estavillo/ LDRRMO
4. Client speaks with the Head CDRRMO	4. DRRM Officer communicates personally with the client and endorse the client and request letter to the appropriate staff		2 minutes	CDRRM Officer: Francisco R. Estavillo/ LDRRMO
5. Client discusses with his needs and proceed or receives request as scheduled	5. DRRM Officer/s In-charge received the request letter and discusses the scheduled activity and processes		3 minutes	Admin & Training Officer in-charge : Geralyn G. Gangan/Nurse I Research & Planning Officer in-charge:Marineth Kaye A. Paguirigan/ Clerk I Operations & warning Officer in-charge: Peter Rey Lora/ Nurse I
TOTAL:			9 minutes & 30 seconds	
<i>(please use additional sheet/s if necessary)</i>				

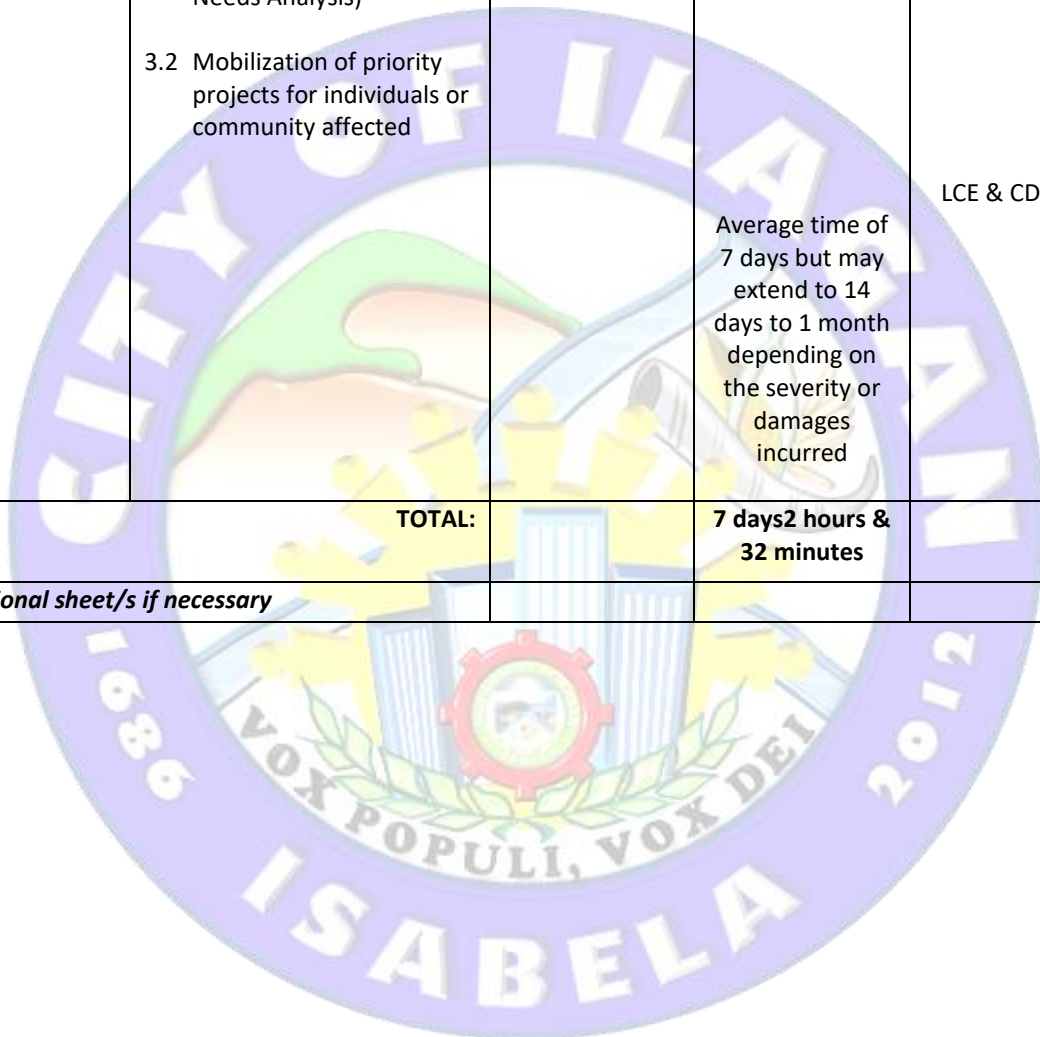
5. DISASTER RESPONSE

Description of the Service: Disaster Response as one of the thematic areas of DRRM during calamities and or disaster. It is a consolidated effort of the City Disaster Risk Reduction and Management Council (CDRRMC) as the decision makers and the CDRRM Office as the implementing arm of the CDRRM in meeting the needs of the citizenry

Office or Divisions:	CDRRMO
Classification:	COMPLEX
Type of Transactions:	GOVERNMENT TO CLIENT
Who may avail:	CITIZEN

CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receives continuous advisory (typhoon, flooding, earthquake, fire, landslide)	1. PRE-DISASTER PHASE 1.1 CDRRMO Operations center gives advisories 1.2 LCE and CDRRM Chairman calls for an emergency meeting 1.3 CDRRM members gives Pre-Disaster Risk Assessment (PDRA) and council comes up with preparedness measures And Activates Emergency Operations Center	none	1 minute 10 minutes 30 minutes	Monitoring team on duty Local Chief Executive CDRRM members
2.	2. DISASTER PHASE(once scene is safe)			
2.1 Client reports branches, trees and twigs blockage to roads	2.1 Clearing operations team conduct clearing operations		5 minutes	Clearing Operations Team/CEO
2.2 Client reports missing individuals	2.2 Search, Rescue and retrieval team conducts operation		15 minutes	SARU Team/CDRRMO
2.3 Client reports medical emergencies	2.3 Emergency Medical Services team mobilized		1 minute	EMS team/CDRRMO
2.4 Client reports dead individuals	2.4 Management of the Dead and Missing Team mobilized		10 minutes	MDM team/DILG
2.5 Client reports individuals affected to be evacuated	2.5 Evacuation team and Law and order team mobilized		10 minutes	Evacuation Team/PNP
	2.6 Camp coordination & camp management team mobilized		10 minutes	CCCM team /CSWDO

3. 3.1 Client reports displaced families, damaged houses and needs livelihood	2.7 Food & non-food item team mobilized		10 minutes	FNFI team/CSWDO
	2.8 Health team mobilized		10 minutes	Health Team/CHO
	2.9 Logistic cluster on standby			Logistic team/ GSO
	3. POST DISASTER			
	3.1 CDRRMC members on emergency meeting (Post damage report. Post Damage Assessment and Needs Analysis)		30 minutes	LCE & CDRRMC members
	3.2 Mobilization of priority projects for individuals or community affected			LCE & CDRRMC members
			Average time of 7 days but may extend to 14 days to 1 month depending on the severity or damages incurred	
	TOTAL:		7 days 2 hours & 32 minutes	
<i>(please use additional sheet/s if necessary)</i>				



OFFICE OF THE CITY TREASURER



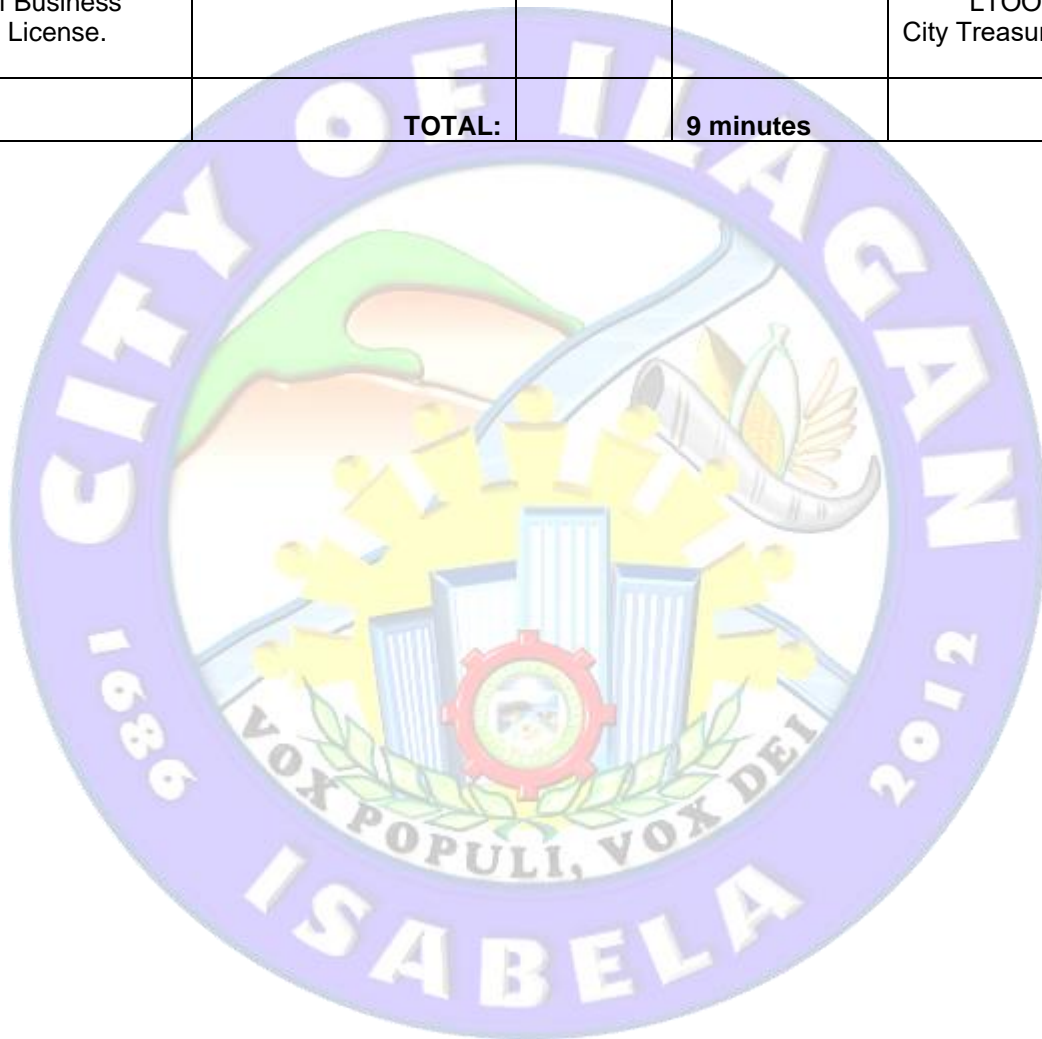
1. Collection of Real Property Taxes

Real Property Tax is the tax on real property imposed by the Local Government Unit (LGU), that owner of real property need to pay every year so that the LGU will not auction off their property. The legal basis is Title II of the Local Government Code (LGC), Republic Act (R.A.) No. 7160

Office or Divisions:	CITY TREASURER'S OFFICE			
Classification:	SIMPLE			
Type of Transactions:	G2C-Government to Client			
Who may avail:	All owner or administrator of the property.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Assessment for the City Assessor's Office Latest Official Receipt Real Property Tax Bill		City Assessor's Office City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to window 1 for verification and computation of Real Property Tax.	Receive the required documents and check for completeness. Verify and compute the Real Property Tax.	None	2 minutes	Victor A. Guerrero LRCO I City Treasurer's Office Velchita M. Llamelo RCC II City Treasurer's Office Mike Jordan P. Yasto Admin Aide I City Treasurer's Office
Prepare and pay the amount indicated in the Real Property Tax Bill.	Collect the amount indicated in the Real Property Tax Bill. Issue the Official Receipt.	As per Real Property Tax Bill.	2 minutes	Albert M. Maddara RCC III City Treasurer's Office Ricardo A. Agtarap RCC III City Treasurer's Office Ruben S. Calimag RCC III City Treasurer's Office
	TOTAL:		4 minutes	

2.Collection of Business Taxes				
Business tax refers to the tax that businesses must pay as a normal part of business operations. Whether you are a sole proprietor, partner, part of a limited liability company, or a corporation, your business is responsible for adhering to tax regulations.				
Office or Divisions:	CITY TREASURER'S OFFICE			
Classification:	SIMPLE			
Type of Transactions:	G2C-Government to Client			
Who may avail:	All owner or administrator of the business.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unified Application Form from Business Permits and Licensing Office. Community Tax Certificate (Cedula)		Business Permits and Licensing Office. 2. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the application sheet at the counter and present accomplished form. 1.1 Present proof of income as per assessments for business establishments.	1. Validates the form and computes payment for the Community Tax Certificate.	None	2 minutes	Ma. Rowena S. Curampez Admin Aide I City Treasurer's Office
2. Pay the required amount as per computed/assessed value.	2. Prepare the Community Tax Certificate.	Based on Gross Receipt or Earnings from Business during the preceding year P 1.00 for every P 1,000.00	1 minute	Ma. Rowena S. Curampez Admin Aide I City Treasurer's Office
3. Present duly accomplished application form issued by BPLO to the recommending official for assessment. 3.1 Also, present the paid Community Tax Certificate (Cedula) for business establishment.	3. Receive the required documents and check for completeness. 3.1 Verify and approve the Tax Assessment of Business Tax and Fees.	None	3 minutes	Delia A. Pararuan City Treasurer City Treasurer's Office Eliseo G. Claravall LTOO III City Treasurer's Office

4. Prepare and pay the amount indicated in the approved tax assessment.	4. Receive and Collect the amount indicated in the approved tax assessment. 4.1 Issue the Official Receipt.	Based on Tax Assessment	2 minutes	Ricardo A. Agtarap RCC III City Treasurer's Office Eliseo G. Claravall LTOO III City Treasurer's Office
5. Proceed to BPLO and present Official Receipt together with documentary requirements for the issuance of Business Permit and License.	5. Assist and instruct the client to the Business Permit and Licensing Office.	None	1 minute	Ricardo A. Agtarap RCC III City Treasurer's Office Eliseo G. Claravall LTOO III City Treasurer's Office
	TOTAL:		9 minutes	



3. Issuance of Community Tax Certificate (Cedula)

A Community Tax Certificate (CTC) is a form of identification issued by the cities and municipalities to all individuals that have reached the age of 18 years old. CTC is a proof that an individual is a resident of the city/Municipality and that he/she paid the necessary dues arising from income derived from business, exercise of profession, and/or ownership of real properties in the area. It is paid during the beginning of the year at the City Treasurer's Office.

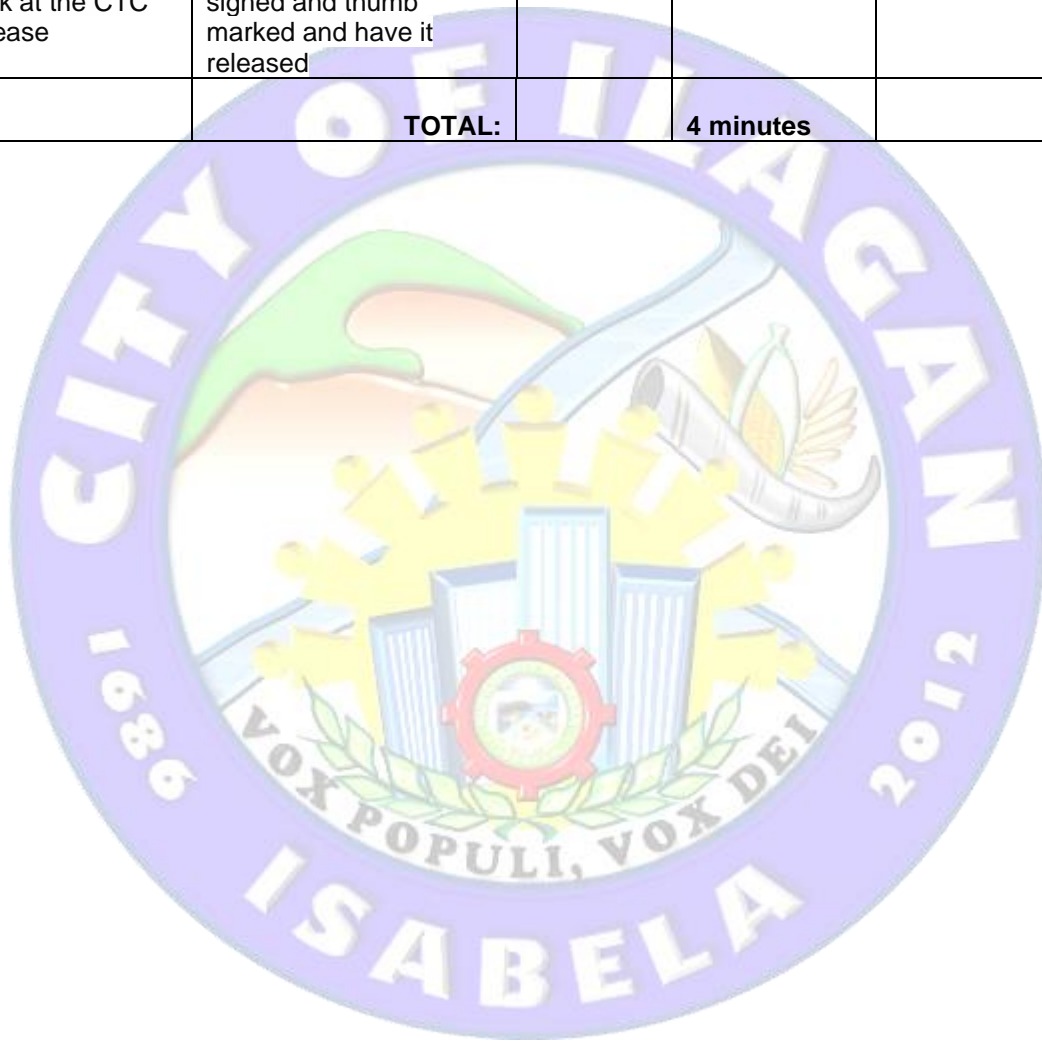
Office or Divisions:	CITY TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transactions:	G2C-Government to Client
Who may avail:	Public (18 years old and above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Information Sheet (Inclusive of complete name, complete address, date and place of birth, civil status) 2. For employed, proof of income (Form W2) 3. For business, appropriate proof of income and/or assessment	1. City Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the application sheet at the counter and present accomplished form. 1.1 Present proof of income for employed individuals based on compensation or as per assessments for business establishments based on declared Gross Receipts.	1. Validates the form and computes payment for the Community Tax Certificate.	None	2 minutes	Ma. Rowena S. Curampez Admin Aide I
2. Pay the required amount as per computed/assessed value.	2. Prepare the Community Tax Certificate.	COMMUNITY TAX CERTIFICATE-INDIVIDUAL BASIC COMMUNITY TAX – P 5.00 ADDITIONAL COMMUNITY TAX – not to exceed P	1 minute	Ma. Rowena S. Curampez Admin Aide I

		<p>5,000.00 -Gross Receipt or Earnings from Business during the preceding year P 1.00 for every P 1,000.00 -Salaries or Gross Receipt or Earnings derived from exercise of Profession – P 1.00 for every P 1,000.00 -Income from Real Property – P 1.00 for every P 1,000.00 COMMUNITY TAX CERTIFICATE – CORPORATION BASIC COMMUNITY TAX – P 500.00 ADDITIONAL COMMUNITY TAX – Not to exceed P 10,000.00 -Assessed Value of Real Property owned in the Philippines. P2.00 for every P5,000.00 -GROSS RECEIPTS including dividend earnings</p>		
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		derived from business in the Philippines during the preceding year P2.00 for every P5,000.00		
3. Have the individual affix his/her signature and thumb mark at the CTC prior to release	3. Make sure that the triplicate CTC were signed and thumb marked and have it released		1 munita	Ma. Rowena S. Curampez Admin Aide I
	TOTAL:		4 minutes	



4. Payment of Marriage Fees

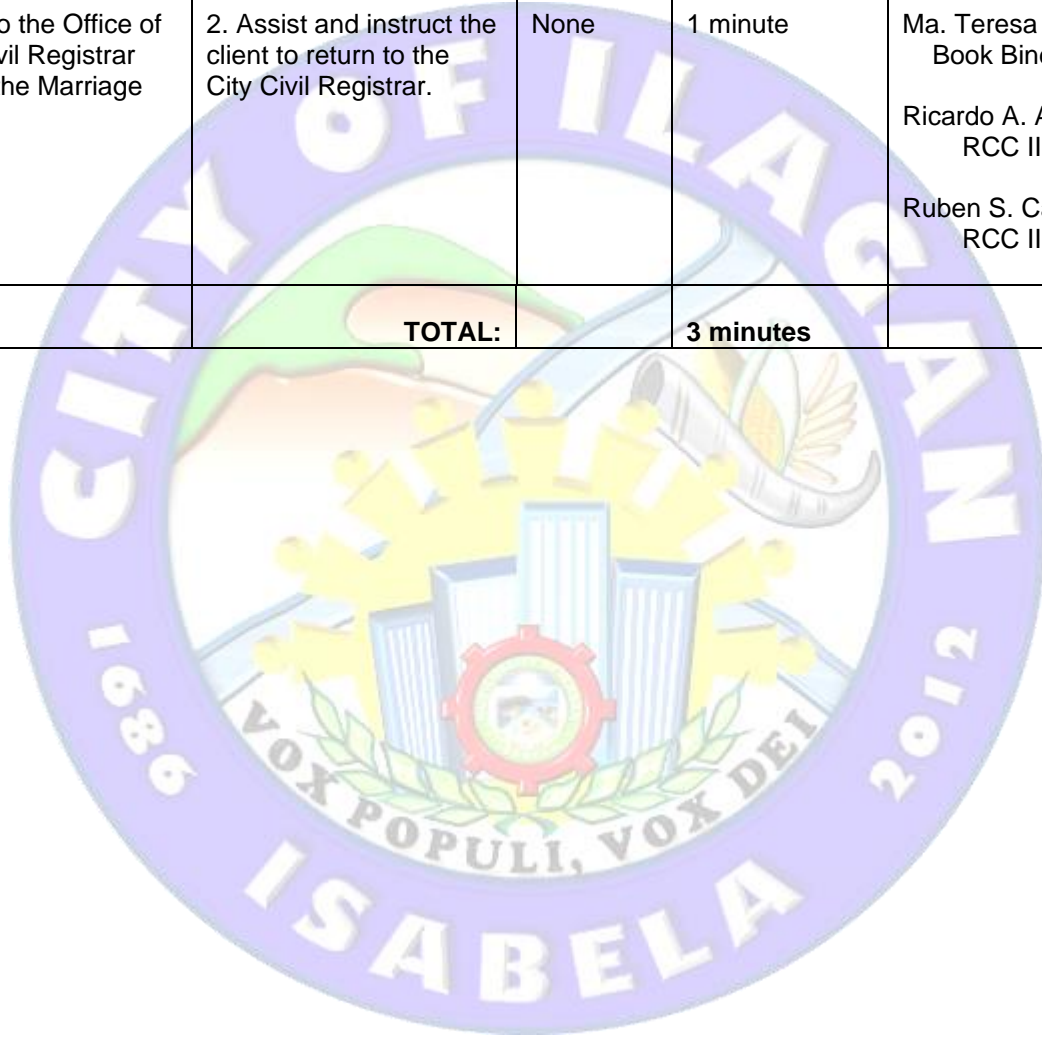
A marriage certificate is a document containing the important details of marriage, signed by the couple and by all in attendance. Marriage occurs during the meeting for worship after approval is obtained from the meetings of which the two people are members. Approval is based on a statement of good character and clearness from any other engagements. The clerk usually records a copy of the marriage certificate in the meeting's records.

Office or Divisions:	CITY TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transactions:	G2C-Government to Client
Who may avail:	A man and a woman, of legal age, and with no legal impediment to marry.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Pre-marital counseling certificate 2. Birth/Baptismal Certificate of Contracting Parties 3. Parental consent (18-20) 4. Parental advice (21-24) 5. Certificate of No Marriage (CENOMAR) 6. Legal capacity and divorce papers for foreigners 7. Personal appearance of the couple 	<ol style="list-style-type: none"> 1. City Civil Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Proceed to window 2 and 4 and pay the corresponding fee. 	<ol style="list-style-type: none"> 1. Receive the payment. <ol style="list-style-type: none"> 1.1 Issue the Official Receipt. 	<p>Marriage Fees:</p> <ol style="list-style-type: none"> 1. Application for Marriage License P 100.00 2. Marriage License Fee P 300.00 3. Marriage Solemnization Fee P 300.00 4. Pre-marriage Counseling/Registration/Family Planning Fee P 200.00 <p>Note: All</p>	2 minutes	<p>Ma. Teresa L. Silva Book Binder IV</p> <p>Ricardo A. Agtarap RCC III</p> <p>Ruben S. Calimag RCC III</p>

		certificatio n issued shall pay an additional Php 30.00 as document ary stamps due the BIR.		
2. Return to the Office of the City Civil Registrar and claim the Marriage License.	2. Assist and instruct the client to return to the City Civil Registrar.	None	1 minute	Ma. Teresa L. Silva Book Binder IV Ricardo A. Agtarap RCC III Ruben S. Calimag RCC III
	TOTAL:		3 minutes	



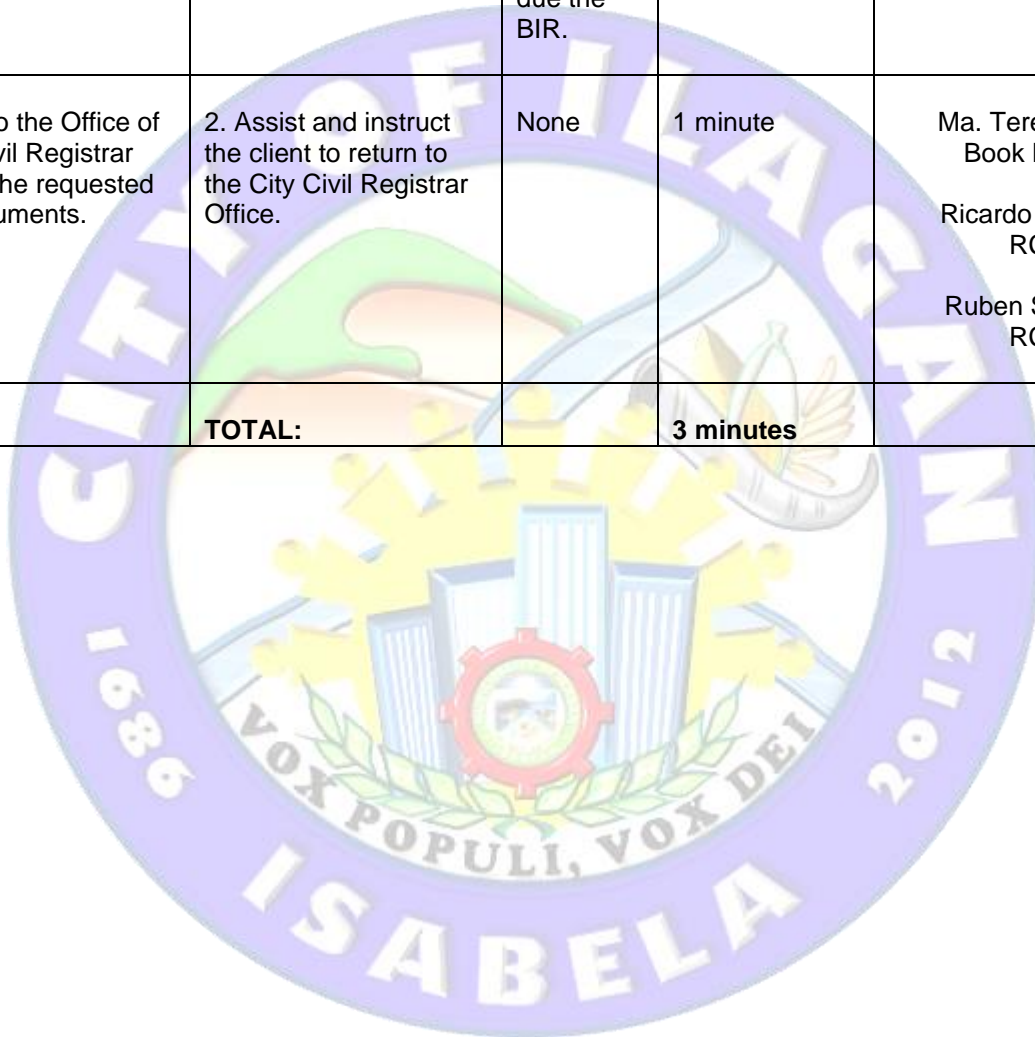
5. Payment of Legal Instruments

A legal instrument is a formally executed written document. A legal instrument states some contractual relationship or grants some right. It formally expresses a legally enforceable act, process, or contractual duty, obligation, or right. Additionally, a legal instrument evidences the act and the process of preparing a legal instrument or an agreement.

Office or Divisions:	CITY TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transactions:	G2C-Government to Client
Who may avail:	Anyone who needs legal instruments

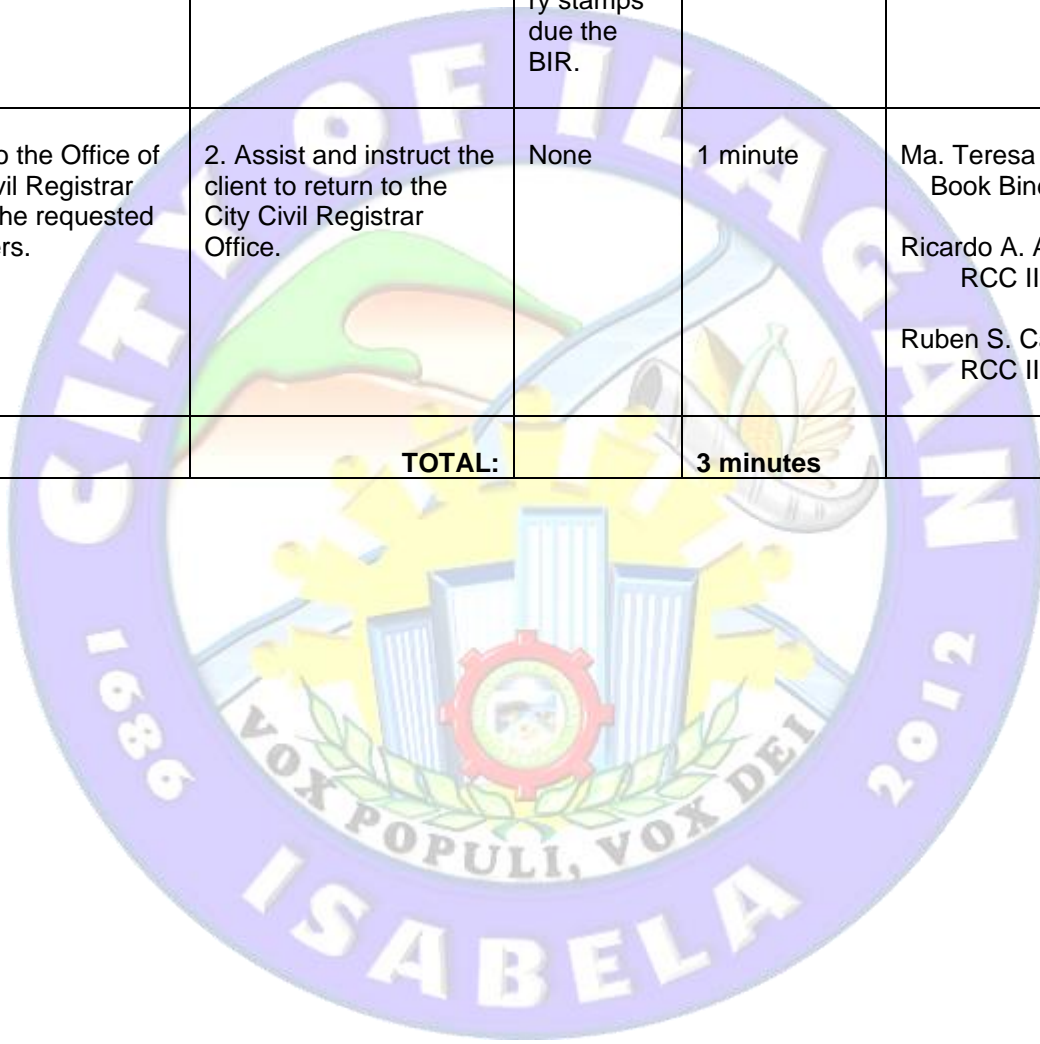
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents required by the City Civil Registrar Office.		1. City Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window 2 and 4 and pay the corresponding fee.	1. Receive the payment. 1.1 Issue the Official Receipt.	Legal Instruments: 1. Legitimation P 1,000.00 2. Affidavit of Reappearances P 200.00 3. Marriage Settlement P 500.00 4. Admission of Paternity/Acknowledgement P 1,000.00 5. Authority to Use the Surname of the Father P 1,000.00 6. Other registrable legal instrument	2 minutes	Ma. Teresa L. Silva Book Binder IV Ricardo A. Agtarap RCC III Ruben S. Calimag RCC III

		<p>s/documents P 200.00</p> <p>Note: All certification issued shall pay an additional Php 30.00 as documentary stamps due the BIR.</p>		
2. Return to the Office of the City Civil Registrar and claim the requested Legal instruments.	2. Assist and instruct the client to return to the City Civil Registrar Office.	None	1 minute	<p>Ma. Teresa L. Silva Book Binder IV</p> <p>Ricardo A. Agtarap RCC III</p> <p>Ruben S. Calimag RCC III</p>
	TOTAL:		3 minutes	



6. Payment of Court Orders Fee				
A direction issued by a court or a judge requiring a person to do or not do something.				
Office or Divisions:		CITY TREASURER'S OFFICE		
Classification:		SIMPLE		
Type of Transactions:		G2C-Government to Client		
Who may avail:		Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Documents required by the City Civil Registrar Office.			1. City Civil Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window 2 and 4 and pay the corresponding fee.	1. Receive the payment. 1.1 Issue the Official Receipt.	Court Orders Fee: 1. Adoption P 1,000.00 2. Annulment of Marriage P 2,000.00 3. Presumptive Death P 2,000.00 4. Legal Separation P 2,000.00 5. Change of Name Correction of Entry P 1,000.00 6. Naturalization P 1,000.00 7. Change of First Name P 1,000.00 8. Declaration of Nullity P 2,000.00 9. Correction of Clerical error P 1,000.00 10. Other	2 minutes	Ma. Teresa L. Silva Book Binder IV City Treasurer's Office Ricardo A. Agtarap RCC III City Treasurer's Office Ruben S. Calimag RCC III City Treasurer's Office

		Registrable Court Decrees/Orders P 200.00 Note: All certification issued shall pay an additional Php 30.00 as documentary stamps due the BIR.		
2. Return to the Office of the City Civil Registrar and claim the requested Court Orders.	2. Assist and instruct the client to return to the City Civil Registrar Office.	None	1 minute	Ma. Teresa L. Silva Book Binder IV Ricardo A. Agtarap RCC III Ruben S. Calimag RCC III
		TOTAL:	3 minutes	



7. Payment of Permits for Cadaver Disposition

It is requirement for every entombment within the municipality/city that the permit will be issued as required by law under P.D. 856 specifically the disposal of cadaver.

Office or Divisions:	CITY TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transactions:	G2C-Government to Client
Who may avail:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. Documents required by the City Civil Registrar Office.	1. City Civil Registrar
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window 2 and 4 and pay the corresponding fee.	1. Receive the payment. 1.1 Issue the Official Receipt.	Permits for Cadaver Disposition: 1. Burial Permit Fees/Miscellaneous P 50.00 2. Fee for Exhumation of Cadaver P 200.00 3. Fee for dis-interment or removal of cadaver P 200.00 4. Entrance from the other municipality/city P 200.00 5. Transfer to other municipality/city P 200.00 6. Construct	2 minutes	Ma. Teresa L. Silva Book Binder IV Ricardo A. Agtarap RCC III Ruben S. Calimag RCC III

		<p>ion of Tomb P 100.00</p> <p>7. Lot Purchase (per span) P 500.00</p> <p>Note: All certification issued shall pay an additional Php 30.00 as documentary stamps due the BIR.</p>		
2. Return to the Office of the City Civil Registrar and claim the requested documents.	2. Assist and instruct the client to return to the City Civil Registrar Office.	None	1 minute	<p>Ma. Teresa L. Silva Book Binder IV</p> <p>Ricardo A. Agtarap RCC III</p> <p>Ruben S. Calimag RCC III</p>
TOTAL:			3 minutes	

8. Payment of Certification of Birth, Marriage and Death				
Office or Divisions:		CITY TREASURER'S OFFICE		
Classification:		SIMPLE		
Type of Transactions:		G2C-Government to Client		
Who may avail:		Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents required by the City Civil Registrar Office.		1. City Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window 2 and 4 and pay the corresponding fee.	1. Receive the payment. 1.1 Issue the Official Receipt.	Certification of Birth, marriage and Death: 1. Local P 100.00 2. Abroad P 220.00 3. Certification of filing a petition for correction in P 50.00 4. Other Fees Endorsement Fee P 165.00 Out of Town Fee P 165.00 Note: All certification issued shall pay an additional Php 30.00 as document	2 minutes	Ma. Teresa L. Silva Book Binder IV Ricardo A. Agtarap RCC III Ruben S. Calimag RCC III

		tary stamps due the BIR.		
2. Return to the Office of the City Civil Registrar and claim the requested documents.	2. Assist and instruct the client to return to the City Civil Registrar Office.	None	1 minute	Ma. Teresa L. Silva Book Binder IV Ricardo A. Agtarap RCC III Ruben S. Calimag RCC III
	TOTAL:		3 minutes	

9. Payment of Certified Copies of Any Documents in the Civil Registrar

Office or Divisions:	CITY TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transactions:	G2C-Government to Client
Who may avail:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Documents required by the City Civil Registrar Office.	1. City Civil Registrar

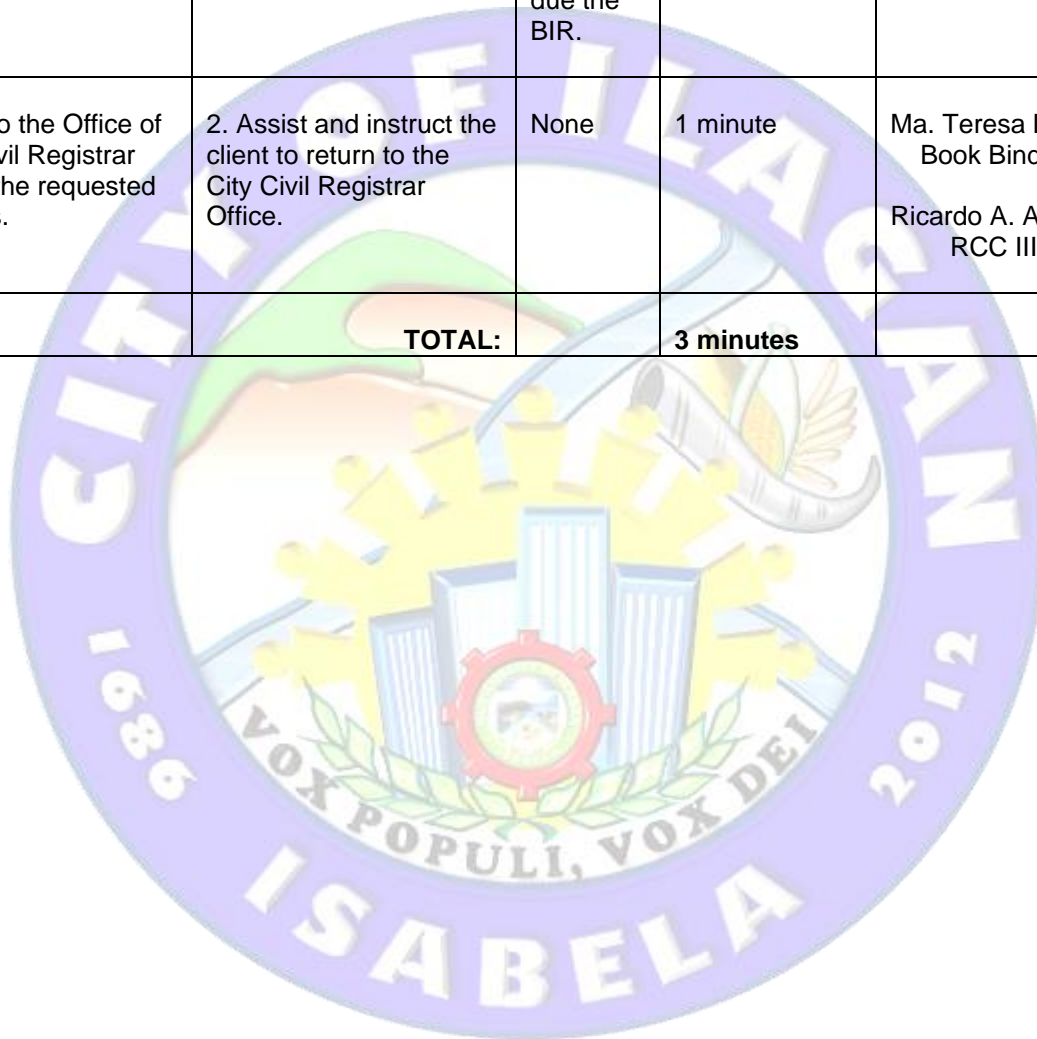
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window 2 and 4 and pay the corresponding fee.	1. Receive the payment. 1.1 Issue the Official Receipt.	For each 100 words/True Copies P 50.00 Note: All certification issued shall pay an additional Php 30.00 as documentary stamps due the BIR.	2 minutes	Ma. Teresa L. Silva Book Binder IV Ricardo A. Agtarap RCC III

2. Return to the Office of the City Civil Registrar and claim the requested documents.	2. Assist and instruct the client to return to the City Civil Registrar Office.	None	1 minute	Ma. Teresa L. Silva Book Binder IV Ricardo A. Agtarap RCC III
	TOTAL:		3 minutes	



10. Payment of Miscellaneous Fee/Delayed Registration B/D/M				
Office or Divisions:		CITY TREASURER'S OFFICE		
Classification:		SIMPLE		
Type of Transactions:		G2C-Government to Client		
Who may avail:		Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents required by the City Civil Registrar Office.		1. City Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window 2 and 4 and pay the corresponding fee.	1. Receive the payment. 1.1 Issue the Official Receipt.	1. One day to thirty days P 150.00 2. One month and one day to six months P 175.00 3. Six months and one day to five years P 200.00 4. Five years and 1 day to ten years P 300.00 5. Ten years and one day to twenty years P 400.00 6. Twenty years and one day to thirty years P 500.00 7. 31 years and	2 minutes	Ma. Teresa L. Silva Book Binder IV Ricardo A. Agtarap RCC III

		above P 1,000.00		
		Note: All certification issued shall pay an additional Php 30.00 as documentary stamps due the BIR.		
2. Return to the Office of the City Civil Registrar and claim the requested documents.	2. Assist and instruct the client to return to the City Civil Registrar Office.	None	1 minute	Ma. Teresa L. Silva Book Binder IV Ricardo A. Agtarap RCC III
	TOTAL:		3 minutes	



11. Payment of Service/Filing Fee (Republic Act 9048)

Republic Act (RA) 9048 authorizes the city or municipal civil registrar or the consul general to correct a clerical or typographical error in an entry and/or change the first name or nickname in the civil register without need of a judicial order.

Office or Divisions:	CITY TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transactions:	G2C-Government to Client
Who may avail:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. Documents required by the City Civil Registrar Office.	1. City Civil Registrar
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Proceed to window 2 and 4 and pay the corresponding fee.	1. Receive the payment. 1.1 Issue the Official Receipt.	1. Change of First Name – Filing Fee P 3,000.00 2. Correction of Clerical Error- Filing Fee P 1,000.00 3. Migrant Petition for CFN-Service Fee P 1,000.00 4. Migrant Petition for CCE-Service Fee P 500.00 Note: All certification issued shall pay an additional Php 30.00 as documentary	2 minutes	Ma. Teresa L. Silva Book Binder IV Ricardo A. Agtarap RCC III
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		stamps due the BIR.		
2. Return to the Office of the City Civil Registrar and claim the requested documents.	2. Assist and instruct the client to return to the City Civil Registrar Office.	None	1 minute	Ma. Teresa L. Silva Book Binder IV Ricardo A. Agtarap RCC III
	TOTAL:		3 minutes	



12. Payment of Service Fee (BREQS)

The BREQS is a scheme where PSA authorizes a partner to receive requests for PSA-issued copies and certifications of civil registry documents from the public and issue the documents to its clientele.

Office or Divisions:	CITY TREASURER'S OFFICE			
Classification:	SIMPLE			
Type of Transactions:	G2C-Government to Client			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents required by the City Civil Registrar Office.		1. City Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window 2 and 4 and pay the corresponding fee.	1. Receive the payment. 1.1 Issue the Official Receipt.	P 125.00 Note: All certification issued shall pay an additional Php 30.00 as documentary stamps due the BIR.	2 minutes	Ma. Teresa L. Silva Book Binder IV City Treasurer's Office Ricardo A. Agtarap RCC III City Treasurer's Office
2. Return to the Office of the City Civil Registrar and claim the requested documents.	2. Assist and instruct the client to return to the City Civil Registrar Office.	None	1 minute	Ma. Teresa L. Silva Book Binder IV City Treasurer's Office Ricardo A. Agtarap RCC III City Treasurer's Office
	TOTAL:		3 minutes	

13. Payment of Filing Fee (R.A 10172)

An act further authorizing the City or Municipal Civil Registrar or the Consul General to correct clerical or typographical errors in the day and month in the date of birth or sex of a person appearing in the Civil Register without need of a judicial order.

Office or Divisions:	CITY TREASURER'S OFFICE			
Classification:	SIMPLE			
Type of Transactions:	G2C-Government to Client			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents required by the City Civil Registrar Office.		1. City Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window 2 and 4 and pay the corresponding fee.	1. Receive the payment. 1.1 Issue the Official Receipt.	P 3,000.00 Note: All certification issued shall pay an additional Php 30.00 as documentary stamps due the BIR.	2 minutes	Ma. Teresa L. Silva Book Binder IV City Treasurer's Office Ricardo A. Agtarap RCC III City Treasurer's Office
2. Return to the Office of the City Civil Registrar and claim the requested documents.	2. Assist and instruct the client to return to the City Civil Registrar Office.	None	1 minute	Ma. Teresa L. Silva Book Binder IV City Treasurer's Office Ricardo A. Agtarap RCC III City Treasurer's Office
	TOTAL:		3 minutes	

14. Payment of Fees from Assessor's Office				
Office or Divisions:		CITY TREASURER'S OFFICE		
Classification:		SIMPLE		
Type of Transactions:		G2C-Government to Client		
Who may avail:		Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents required by the City Assessor's Office.		1. City Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window 2 and 4 and pay the corresponding fee.	1. Receive the payment. 1.1 Issue the Official Receipt.	1. City Assessor's Certification on P 100.00 2. Subdivision and consolidation Fees P 200.00 3. Verification & Printing of Map P 300.00 4. Annotation Fee P 100 per page 5. Cancellation of Annotation Fee P 100 per page	2 minutes	Ma. Teresa L. Silva Book Binder IV City Treasurer's Office Ricardo A. Agtarap RCC III City Treasurer's Office
2. Return to the City Assessor's Office and claim the requested documents.	2. Assist and instruct the client to return to the City Assessor's Office.	None	1 minute	Ma. Teresa L. Silva Book Binder IV Ricardo A. Agtarap RCC III
TOTAL:			3 minutes	

16. Branding and Collection of Large Cattle Registration

Livestock branding is a technique for marking livestock so as to identify the owner. Originally, livestock branding only referred to hot branding large stock with a branding iron, though the term now includes alternative techniques.

Office or Divisions:	CITY TREASURER'S OFFICE			
Classification:	SIMPLE			
Type of Transactions:	G2C-Government to Client			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For original: Branding of two year old and above cattle 2. For transfer: Original Certificate for Large Cattle and Deed of Sale		1. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Barangay assigned/scheduled for Cattle Branding and Registration.	1. Receive the required documents and check for completeness.	None	1 minute	Victor A. Guerrero LRCO I City Treasurer's Office Ricardo A. Agtarap RCC III City Treasurer's Office
2. Prepare and pay the amount for Original Branding or for transfer of large Cattle.	2. Brand the cattle if for original two year old and above cattle. 2.1 Prepare the documents for large cattle transfer.	Original: P 155.00 Transfer: P 65.00	3 minutes	Victor A. Guerrero LRCO I City Treasurer's Office Ricardo A. Agtarap RCC III City Treasurer's Office
	TOTAL:		4 minutes	

17. Issuance of Tax Clearance Certificate				
Tax Clearance Certificate is issued as a proof that taxes on real property have been paid and updated.				
Office or Divisions:	CITY TREASURER'S OFFICE			
Classification:	SIMPLE			
Type of Transactions:	G2C-Government to Client			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Tax Bill			1. City Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window 6 for verification and computation of Real Property Tax.	1. Receive the required documents and check for completeness. 1.1 Verify and compute the Real Property Tax.	None	3 minutes	Velchita M. Llamelo RCC II Mike Jordan P. Yasto Admin Aide I
2. Prepare and pay the amount indicated in the Real Property Tax Bill. 2.1 Pay the corresponding fee for Tax Clearance Certificate.	2. Collect the amount indicated in the Real Property Tax Bill. 2.1 Issue the Official Receipt.	P 80.00	2 minutes	Ma. Teresa L. Silva Book Binder IV Ricardo A. Agtarap RCC III
3. Present the Official Receipt requesting for Tax Clearance Certificate	3. Print and prepare the Tax Clearance Certificate.	None	2 minutes	Velchita M. Llamelo RCC II Mike Jordan P. Yasto Admin Aide I
	TOTAL:		7 minutes	

City Health Office RHU -I



1. PATIENT CONSULTATION

This provides medical assistance to any individual who needs medical attention. This aims to diagnose, treat illness & provide appropriate medical assistance

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	Government Citizens/Client
Who may avail:	ALL

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
BARANGAY CERTIFICATE BARANGAY INDIGENCY Laboratory examination		BARANGAYS City Health Office/Hospital/Diagnostic Clinics		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook at the information desk & get the number to be called.	Give the logbook, admission form and number.	None	1 minute	Wilson Alamo Admin Aide III
2. Proceed to information where conditions and vital signs taken	Admitted and recorded conditions and vital sign	None	2 minutes	Hilda A. Balot Admin Aide 1
3. Proceed to record section	Record given to the patients individually		2 minutes	Marikit Baggao Admin Aide 1
4. Proceed to the Doctors room for consultation	<ul style="list-style-type: none"> • Take history and proper physical examination, request for some laboratory exam if needed • Make the proper disease diagnosis • Administer proper management • Prescribe necessary medication • Advice and discharge patient 	Laboratory Fees (if needed) <ul style="list-style-type: none"> • Sputum Exam- P75.00 • Fecalalysis- P75.00 • CBC- P150.00 • Urinalysis- P75.00 • *RPR- P250.00 • *HBsAg screening test- P250.00 • Blood Typing- P100.00 • Blood Chemistry P150 each <ul style="list-style-type: none"> ○ Glucose ○ Triglyceride ○ HDL/LDL ○ BUN/BUA 	15 minutes	Herbee Barrios City Health Officer

5. Proceed to pharmacy for medicine and further instruction.	Dispensing medicine and further instruction given by the pharmacist	<ul style="list-style-type: none"> ○ SGOT/SGPT ○ Cholesterol ○ Uric Acid ○ Urine Culture(outside) *Screening test only subject for confirmatory Test None	2 minutes	Karla Abad Pharmacist
TOTAL:			22 minutes	

2. AVAILMENT OF LABORATORY SERVICES

Provision of Laboratory Services CBC, urinalysis, Sputum exam, stool exam and blood smear for malaria.

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	Government Citizens/Client
Who may avail:	ALL

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Medical Doctor Request		Doctor consultation room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Secure Doctors request	Receive the request form	None	1 minute	Jeannie Anne C. Bulan <i>Medtech II</i> City Health Office
2) Perform the test request.	Extract blood from the patient or instruct them to collect phlegm or urine specimen	Cbc -P170 Hgb-P75 Urinalysis-P75 Fecalalysis-P75 Hepa B-P250 Syphilis-P250 Blood chem-P175 each Blood typing -P110	2 Hours	April Jenneth B. Chu <i>Medtech I</i> City Health Office
3) Recording of results	Print a copy of result for patient and record the result for laboratory	None	5 minutes	Jeannie Anne C. Bulan <i>Medtech II</i> City Health Office
4) Releasing of results	Release the result to the	None	1 minute	April Jenneth B. Chu

	patient.			<i>Medtech I</i> City Health Office Jeannie Anne C. Bulan <i>Medtech II</i> City Health Office
		TOTAL:	2 Hours and 16 minutes	

3. WELL BABY SERVICES

One of the objectives of the LGU's health program is to immunize children based on National Immunization Program. The service is offered daily. Vaccines available: BCG, Hepa B, Pentavalent, PCV, OPV, IPV, MMR and Vitamin A Supplementation.

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	0-12 months children

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
ECCD Card/Immunization Card		Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook at the information desk and get your number.	Give the logbook and number to patient.	None	1 Minute	Wilson Alamo <i>Admin Aide III</i> City Health Office
2. Wait for the staff to accomplish the ECCD card. a. Baby will be weighed b. ECCD card will be filled up c. For new clients: Immunization card/ECCD card will be given	Weighed the baby and fill up the ECCD card Provide immunization card.	None None	2 Minutes	Mylene B. Siriban <i>Nurse I</i> City Health Office Vanessa E. Cabalonga <i>Nurse I</i> City Health Office
3. Bring baby to the immunization area where: a. Baby will be immunized b. NIP coordinator will give post immunization instructions.	Immunized the child and instruct parents for immunization adverse effect.	None	2 Minutes	Imelda Añes- Gabriel <i>Nurse V</i> City Health Office
	TOTAL:		5 Minutes	

4. INTEGRATED MANAGEMENT ON CHILDHOOD ILLNESS

Provide integrated management on childhood illness services from birth up to 5 years old

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	0-59 months old children

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
ECCD Card/Immunization Card		Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook at the information desk and get your number.	Give the logbook and number to patient.	None	1 Minute	Wilson Alamo <i>Admin Aide III</i>
2. Go to the records section and get family record.	Give their family records.	None	3 Minutes	Hilda A. Balot <i>Admin Aide 1</i>
3. Proceed to the IMCI room for consultation and treatment.	Assesed patient.	None	30 Minutes	Imelda Añes- Gabriel <i>Nurse V</i>
4. Go to the pharmacy and get the prescribed medicines.	Give the prescribed medicines.	None	2 Minutes	Karla Gabriel <i>Pharmacist</i>
		TOTAL:	36 Minutes	

5. IMMUNIZATION SERVICE FOR SENIOR CITIZEN

The program aims to reduce the morbidity and mortality of senior citizens against Pneumonia and Influenza Diseases and reduce transmission of resistant strains and Pneumococcal resistance to Antimicrobial drugs among indigent senior citizen.

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	60-65 Years Old Indigent Senior Citizen

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Senior Citizen ID		OSCA Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook at the information desk and get your number.	Give the logbook and number to patient.	None	1 Minute	Wilson Alamo <i>Admin Aide III</i>
2. Proceed to the NIP room.	Assessed and Immunized the patient.	None	3 Minutes	Imelda Añes- Gabriel <i>Nurse V</i> Mylene B. Siriban <i>Nurse I</i> Vanessa E. Cabalonga <i>Nurse I</i>
		TOTAL:	4 Minutes	

6. NUTRITION SERVICES

The CHO provides information & counseling on nutrition to mothers of malnourished children, adults, senior citizens and pregnant & lactating as well.

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Admission area for initial assessment	Assessing the patient	None	1 Minute	Wilson Alamo <i>Admin Aide III</i>
2. Proceed to Vital Signs Section	Vital signs recorded	None	3 minutes	Hilda A. Balot <i>Administrative Aide 1</i>
3. Go to Records Section	Get the Record Information of Check-up of the patient	None	5 Minutes	
4. Go to the Doctor's Examination Room for final assessment and wait for name to be called	Assessed patients Health problem; for cases of malnutrition, refer to Nutrition Office	None	10 Minutes	Herbee M. Barrios <i>City Health Officer</i>
5. Proceed to the Nutrition Office	Counselled the patient, Give Food Guide copy, Give Micronutrient Vitamins and Instruct to the patient on how to use it	None	10 Minutes	Linette C. Blanco/ Bernadette R. Macaraeg <i>Nutrition Officer I City Health Office</i>
TOTAL:			29 minutes	

7. MATERNAL CARE

One of the objectives of the health program is to provide maternal care services to pregnant, postpartum & lactating mothers for comprehensive maternal care.

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	Government Citizens/Client
Who may avail:	PREGNANT, LACTATING AND POSTPARTUM WOMEN

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Mother baby book Laboratory Request		City Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Sign in the client logbook at the information desk & get the number to be called.	Give the logbook and number.	None	1 minute	Charisma Shavile <i>Admin Aide 1</i>
2. Proceed to the admission & vital signs area	Vitals Signs Recorded & Staff will accomplish HBMR/pink card	None	20 minutes	Princess Diane Cunanan <i>Population Program Office I</i>
3. Proceed to the examination room	<ul style="list-style-type: none"> Perform abdominal examinations Injection of Tetanus Toxoid vaccine as scheduled Refer to laboratory/dental clinic <ul style="list-style-type: none"> a. CBC b. U/A c. Hepa B Screening d. RPR e. HIV 	None	20 minutes 1 minute 1 minute	Nikola Madonna L. Cabrera <i>Nurse IV</i>
4. Ask schedule for follow up check up	<ul style="list-style-type: none"> Conduct health education on proper nutrition & maternal care Refer complicated pregnancies to the physician <p>Advised patient on when to comeback for follow up and write it on HBMR</p>	None	5 minutes 5 minutes 1 minute	Nikola Madonna L. Cabrera <i>Nurse IV</i>
TOTAL:			1 hour	

8. INFORMATION AND SERVICES ON FAMILY PLANNING

The City Health Office provides comprehensive family planning services both Natural and Artificial method.

Office or Divisions:	City Health Office – RHU I			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Women at Reproductive Age			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
FP Client record		Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook at the information desk and	Give the logbook and Admitting Form to client	None	1 Minute	Wilson Alamo <i>Admin Aide III</i>

get your number.				
2. Go to the admission area for assessment and recording of vital signs.	Vital Sign Recorded and Assessed to Admitting Form	None	5 Minutes	Hilda A. Balot <i>Admin Aide 1</i>
3. Go to the records section and get family record.	Look for the Records	None	2 minutes	Marikit Baggao <i>Admin Aide 1</i>
4. Proceed to Family Planning Room for information, Counselling and Service on chosen FP method	Interview patient, filled up FP F1, and give the FP commodities patient choose.	None	10 Minutes	Imelda Añes- Gabriel <i>Nurse V</i> Mylene B. Siriban <i>Nurse I</i> Vanessa E. Cabalonga <i>Nurse I</i>
	TOTAL:		18 Minutes	

9. WOMEN'S HEALTH SERVICES

The social hygiene clinic performs examination for reproductive tract infection such as Gram staining.

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	GOVERNMENT TO BUSINESS
Who may avail:	Women working at the nightclubs

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Laboratory Request		• City Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	Record of data	None	2 minutes	Jeannie Anne C. Bulan <i>Medtech II</i>
2. Collection of specimens	Collect specimen and examine	Gram staining- P75 Hepa B - P250 Syphilis - P250	2 hours	Jeannie Anne C. Bulan <i>Medtech II</i> City Health Office
3. Release of results	Releasing of result	None	2 minutes	Jeannie Anne C. Bulan <i>Medtech II</i> City Health Office
	TOTAL:		2 Hours and 16 minutes	

10. SCREENING, DIAGNOSIS AND AVAILMENT OF TB DRUGS

TB DOTS provides services for screening of presumptive TB, diagnosis, and free TB drugs based on TB DOTS policies and procedures.

Office or Divisions:	City Health Office –I/ Infectious Diseases Control and Services			
Classification:	Simple			
Type of Transaction:	Government Citizens/Client			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
For NEW patient NTP Referral Form Sputum Exam Result (DSSM and GX Result) Chest Xray Result For OLD patient NTP Identification Card		Referring Unit/Facility (BHS, RHU, Hospital, Physician) Laboratory/Gene Xpert site Referring Physician/Hospital From patient		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR NEW PATIENTS	Interview client/patient and register to Presumptive Masterlist	None	2 minutes	Marivic P. Jimenez <i>Nurse V</i>
1. Go to TB DOTS front desk for registration and screening				
2. Submit necessary requirements	Receive the required documents and check for completeness	None	1 minute	Precious D. Garcia <i>Nurse I</i> (Alternate Program Coordinator)
3. Go to Examination room for Physical Examination and further assessment	Assess patient and record findings	None	5 minutes	Herbee M. Barrios <i>City Health Officer</i>
4. Go back to TB DOTS for further instructions	Received records and instruct patient	None	1 minute	Marivic P. Jimenez <i>Nurse V</i>
If for Sputum Exam • DSSM • Gene Xpert	Fill up NTP Laboratory Request form and send patient to laboratory	None	1 minute	Precious D. Garcia <i>Nurse I</i> (Alternate Program Coordinator)
If sputum exam result is Negative and No Clinical manifestation of TB	Give symptomatic management, record findings in the Individual Treatment Record and send patient to pharmacy	None	2 minutes	
If for Treatment	Open Treatment Card get necessary information and vital signs initiate treatment dispense TB drugs give health education and counselling	None	10 minutes	
If for referral	Fill up referral form (NTP Form 7) and give instructions		5 minutes	

		TOTAL:		27 minutes	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
FOR OLD PATIENT/FOLLOW UP PATIENT	Interview client/patient and retrieve records	None	2 minutes	Marivic P. Jimenez <i>Nurse V</i>	
1. Go to TB DOTS front desk for registration	Receive document and retrieve record	None	1 minute	Precious D. Garcia <i>Nurse I</i> (Alternate Program Coordinator)	
2. Present NTP Identification Card	fill up NTP Laboratory Request form and send patient to laboratory	None	1 minute		
3. If for Sputum Exam follow up: Get referral from TB DOTS front desk If for collection of medicine: Vital signs will be taken	Record vital signs, assess for adverse drug reactions, dispense medicines and give further instructions	None	6 minutes		
	Total		10 minutes		
11. NATIONAL LEPROSY CONTROL PROGRAM SCREENING, DIAGNOSIS AND AVAILMENT OF LEPROSY DRUGS					
This service identifies and treats patients with Leprosy based on National Leprosy Control Program policies and procedures					
Office or Divisions:	City Health Office –I/ Infectious Diseases Control and Services				
Classification:	Simple				
Type of Transaction:	Government Citizens/Client				
Who may avail:	ALL				
CHECKLIST OF REQUIREMENT			WHERE TO SECURE		
For NEW patient Referral Form SKIN Slit result			Referring Unit/Facility (BHS, RHU, Hospital, Physician) Laboratory Referring Physician/Hospital		
For OLD patient NLCP Identification Card			From patient		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

1. Go to Infectious Disease and Control Services front desk for registration and screening	Interview patient and register to logbook	None	1 minutes	Marivic P. Jimenez <i>Nurse V</i>
2. Submit necessary documents	Receive required documents and review completeness	None	1 minute	Precious D. Garcia <i>Nurse I</i> (Alternate Program Coordinator)
3. Submit self for physical examination and assessment	Assess patient and record findings	None	10 minutes	Herbee M. Barrios <i>City Health Officer</i>
4. Go back to Infectious Disease Control and services for further instructions	Receive records and give instructions to patient	None	2 minute	Marivic P. Jimenez <i>Nurse V</i> City Health Office
If for laboratory exam	Fill up referral form and send patient to laboratory	None	2 minute	Precious D. Garcia <i>Nurse I</i> City Health Office (Alternate Program Coordinator)
If for Treatment	Open treatment card Get necessary information and vital signs Initiate treatment Dispense Leprosy drugs Give health education and counselling	None	12 minutes	
If for referral	Fill up referral form and give instructions	None	2 minutes	
TOTAL:			30 minutes	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR OLD PATIENT/FOLLOW UP PATIENT				
1. Go to Infectious Disease Control and Services front desk and present NLCP Identification Card	Interview client/patient and retrieve records	None	2 minutes	Marivic P. Jimenez <i>Nurse V</i>
2. Physical examination and vital signs will be taken	Record vital signs, assess for adverse drug reactions and further disabilities	None	8 minute	Precious D. Garcia <i>Nurse I</i> (Alternate Program Coordinator)
3. Receive medicines	Dispense medicines and give health education and counselling	None	5 minutes	
Total			15 minutes	

12. AVAILMENT OF DENTAL SERVICES

To render oral health services to the general populace: oral prophylaxis (AP) dental restoration, dental extraction, fluoride varnish application, ART, PFS, IEC and consultation.

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	Government Citizens/Client
Who may avail:	ALL

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
For minor clients: waiver from parent/ guardian with ID For risk clients: Updated medical clearance		From parent/ guardian From attending physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook at the information desk & get the number to be called.	Give the logbook, number and Admitting Form	None	1 minute	Wilson Alamo <i>Admin Aide III</i>
2. Client proceeds to the designated area for vital signs	Vital Signs Recorded to Admitting Form	None	2 minutes	Hilda A. Balot <i>Admin Aide 1</i>
3. Proceed to Records Section	Look for the Records	None	2 minutes	Hilda A. Balot <i>Admin Aide 1</i>
4. Hands in family record/ admission slip to the dental aide	Dental aide accepts record and arranges it accordingly	None	2 minutes	Jessa Roque <i>Admin Aide I</i>
5. Client proceeds to the treatment room for consultation/ treatment	Dentist reviews and assesses the client and the answers in the Admitting Form *For minors: secure waiver *For risk clients: updated medical clearance	None	20 minutes	Nenita B. Dyquiango <i>Dentist IV</i>
6. Proceed to the Pharmacy section for the availment of drugs.	Dispense medicine to the client	None	2 minutes	Karla Abad <i>Pharmacist</i> City Health Office
TOTAL:			29 minutes	

13. SECURING MEDICAL/DENTAL CERTIFICATES

This provides medical assistance for employment, for student's prior enrolment & other purposes.

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	Government to client
Who may avail:	Client who needs medical certificate

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<p>For PWD – Records from CSWD For School – Admission Form Check-up Records For Financial Assistance – Records from Brgy and Validation of CSWD Certification of Indigency</p> <p>For Employment: Food: Chest Xray/Sputum Exam Hepa A Fecalysis</p> <p>Non Food: Chest Xray/Sputum Exam Complete Blood Count Hepa B Screening Urinalysis</p>		<p>City Health Office-I Public/Private Hospital Diagnostic Clinic</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook at the information desk & get the number to be called.	Give the logbook and number.	None	1 minute	Wilson Alamo <i>Admin Aide III</i>
2. Go to the admission area for assessment & recording of vital signs.	Assessment of patient and vital signs taken	None	3 minutes	Hilda A. Balot <i>Admin Aide 1</i>
3. Go to the environmental sanitation room for assessment of requirements and order of payment	Assessment and verification was done and order of payment was given	None	3 minutes	Ryan James Bermudez <i>City Sanitation Inspector-I</i> Roberto B. Loristo <i>Admin. Aide III</i> Office Edison Tabalno <i>Admin. Aide I</i>
4. Pay the required fee at the City Treasurer's Office.	Official receipt given by the City Treasurers Office	130 php	10 minutes	Ricky Agtarap <i>Revenue Collection Clerk III</i> Albert Maddara <i>Revenue Collection Clerk III</i> Ruben Calimag <i>Revenue Collection Clerk III</i> Ryan James Bermudez <i>City Sanitation Inspector-I</i>
5. Go back to the environmental sanitation room and Present official receipt for printing of medical certificate	Printing of medical certificate was done and OR was logged	None	5 minutes	Roberto B. Loristo <i>Admin. Aide III</i> Edison Tabalno <i>Admin. Aide I</i>
6. Proceed to doctors room for diagnosis and signing of medical certificate	Medical certificate was signed	None	2 minutes	Herbee Barrios,MD <i>City health Officer</i>

24 minutes

14. SECURING SANITARY PERMIT

This service is intended for business establishment and government office requiring sanitary permits to operate.

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	Government to business man/ Government to Government
Who may avail:	Businesses in the City of Ilagan and government office

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
<p>Laboratory requirements: Food Business: Chest Xray/Sputum Exam Hepa A Fecalysis</p> <p>Non Food Business: Chest Xray/Sputum Exam Complete Blood Count Urinalysis</p> <p>Bar Clubs/EEW: Hepa B Screening, Syphilis, Gram Staining/Smearing HIV testing (optional if positive in STI)</p> <p>Water Refilling Station and Water Work System: Water test Result and Water Potability</p> <p>*All Laboratory are for screening purposes only once result becomes reactive, patient is subjected for confirmatory test</p>	<p>Government Hospital/ Private Hospital/ Private Laboratory</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook at the information desk & get the number to be called.	Give the logbook and number.	None	1 minute	Wilson Alamo <i>Admin Aide III</i>
Go to Sanitary Inspector & get the required list.	Give laboratory Requirements	None	3 minutes	Ryan James Bermudez <i>City Sanitation Inspector-I</i>
Present laboratory requirements and Submit documents for assessment	Verification & assessment & get order of payment.	None	3 minutes	Roberto B. Loristo <i>Admin. Aide III</i> Edison Tabalno <i>Admin. Aide I</i>
Pay the required fee at the City Treasurer's Office.	Official receipt given by the City Treasurers Office	150 Php	10 minutes	Ricky Agtarap <i>Revenue Collection Clerk III</i> Albert Maddara <i>Revenue Collection Clerk III</i> Ruben Calimag <i>Revenue Collection Clerk III</i>

Go back to Sanitary Inspector for health & sanitation reminders, printing & signing of permits.	Printing and signing of sanitary permits	None	5 minutes	Ryan James Bermudez <i>City Sanitation Inspector-I</i>
Proceed to doctors room for signing of sanitary permit	Sanitary permit signed	None	2 minutes	Herbee Barrios,MD <i>City health Officer</i>
TOTAL:			24 minutes	

15. SECURING PERMIT/CERTIFICATE FOR EXHUMATION & TRANSFER OF BONE/CADAVER

This service provides permit to exhume cadaver/s from the grave for purpose of transfer or internment of another person on the same grave or for other purposes.

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	Government to client
Who may avail:	Client who exhume or transfer bone/ cadaver for their relatives

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Death Certificate		City Health Office-I / Environmental Sanitation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook at the information desk & get the number to be called.	Give the logbook and number.	None	1 minute	Wilson Alamo <i>Admin Aide III</i>
2. Go to the sanitation Inspector for further instruction and verification	Verification and assessment and give order of payment	None	3 minutes	Ryan James Bermudez <i>City Sanitation Inspector-I</i>
3. Pay the required fee at the City Treasurer's Office.	Official receipt given by the City Treasurers Office	200 php	10 minutes	Ricky Agtarap <i>Revenue Collection Clerk III</i> Albert Maddara <i>Revenue Collection Clerk III</i> Ruben Calimag <i>Revenue Collection Clerk III</i>
4. Go back to the sanitation inspector and Present official receipt for printing of certificate/ permit.		None	5 minutes	Ryan James Bermudez <i>City Sanitation Inspector-I</i>
5. Proceed to doctors room for signing of sanitary permit	Certification/ permit signed and printed, OR was logged	None	2 minutes	Herbee Barrios,MD <i>City Health Officer</i>

	Sanitary permit signed			
	TOTAL:		21 minutes	

16. SECURING DEATH CERTIFICATE

Issues death certificate to those who died within our jurisdiction, Not hospitalized or no medical attention sought.

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	Government to client
Who may avail:	Client who needs death certificate for their relative who died

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Barangay Death Certificate Hospital/clinic Medical Record (latest)		City Health Office-I / Environmental Sanitation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook at the information desk & get the number to be called.	Give the logbook and number.	None	1 minute	Wilson Alamo <i>Admin Aide III</i>
2. Go to the sanitation inspector to Present/submit medical certificate and fill up the information sheet prior to preparation of death certificate.	Give the information sheet to be fill up by the relatives, Verification and assessment of barangay death certificate and medical record, Death Certificate were encoded	None	15 minutes	Ryan James Bermudez <i>City Sanitation Inspector-I</i> Roberto B. Loristo <i>Admin. Aide III</i> Edison Tabalno <i>Admin. Aide I</i>
3. Go to the doctor's room for assessment, review and signing.	Reviewed and signed the Death Certificate	None	3 minutes	Herbee Barrios,MD <i>City health Officer</i>
4. Get the Death Certificate	Death Certificate was logged and release	None	3 minutes	Ryan James Bermudez <i>City Sanitation Inspector-I</i> Roberto B. Loristo <i>Admin. Aide III</i> City Health Office Edison Tabalno <i>Admin. Aide I</i> City Health Office
	TOTAL:		22 minutes	

17. AVAILMENT OF CHLORINE GRANULES

Conducts quarterly chlorination of all water sources to maintain its potability.

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	Government to client
Who may avail:	Client who needs chlorine to disinfect their water sources

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Masterlist of water source per Barangay/ letter from the City health Midwife		City Health Office-I / Environmental Sanitation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook at the information desk & get the number to be called.	Give the logbook and number.	None	1 minute	Wilson Alamo <i>Admin Aide III</i>
2. Go to the environmental sanitation for assessment and validation	Call the midwife for validation then Check the master list of water source	None	5 minutes	Ryan James Bermudez <i>City Sanitation Inspector-I</i>
3. signing of name at the chlorine dispensing logbook	Logbook was given	None	3 minutes	Roberto B. Loristo <i>Admin. Aide III</i> Edison Tabalno <i>Admin. Aide I</i>
4. Get free chlorine granules	Free chlorine was given	None	1 minute	Roberto B. Loristo <i>Admin. Aide III</i> Edison Tabalno <i>Admin. Aide I</i>
TOTAL:			10 minutes	
18. BIRTHING CENTER				
Providing safe mother & child delivery				
Office or Divisions:	City Health Office – RHU I			
Classification:	Highly Technical			
Type of Transaction:	Government Citizens/Client			
Who may avail:	PREGNANT MOTHER			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
MDR PROOF OF PREMIUM CONTRIBUTIONS New Born Screening and Hearing Test		PHILHEALTH OFFICE City Health Office/Private Hospital/Clinics		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A. Antenatal Care Sign in the client logbook at the information desk & get the number to be called.	Give the logbook and number.	None	1 minute	Charisma Shavile <i>Admin Aide 1</i>
2. Proceed to the admission & vital signs area	Check History and Vital Signs Recorded *Check for Avail	None	20 minutes	Princess Diane Cunanan <i>Population Program Office I</i>

	laboratory (CBC w/ PC, UA, Hepa B Screening & Rpr Screening) *If No Laboratory Avail – Patient are subject for CBC w/ PC, UA, Hepa B Screening & Rpr Screening			
3. Proceed to Internal Examination Room	<ul style="list-style-type: none"> •Perform IE and record data and •Transfer patient to Delivery Room for NSD •Transfer patient to Room of Choice 	None	1 hour	Herbee M. Barrios <i>City Health Officer</i>
4. Secure payment slip for non-Philhealth member and fill up Philhealth papers before discharge	Issuance of payment slip for non Philhealth members Process papers of Philhealth members	None	10 minutes	Charisma Shavile <i>Admin Aide 1</i>
5. Secure discharge papers	Instruct discharge information and follow up visits	None	10 minutes	Nikola Madonna L. Cabrera <i>Nurse IV</i>
	TOTAL:		1 hour & 41 minutes	
B. New Born Screening				
1. Sign in the client logbook at the information	Give the logbook to Mother/Father	None	1 minute	Charisma Shavile <i>Admin Aide 1</i>
2. Proceed to the admission & vital signs area	Vital Signs Recorded And Laboratory request for New born Screening	None	2 minutes	Princess Diane Cunanan <i>Population Program Office I</i>
3. Proceed to Treasury Office	Give Official Receipt	New Born Screening P1750	10 minutes	Ricky Agtarap <i>Revenue Collection Clerk III</i>
		*Hearing Test P600 (outside)		Albert Maddara <i>Revenue Collection Clerk III</i>
	New Born Screening Test Done *Instructed Mother/Father to comeback after 1 month for the result of New Born Screening coming from the National (Manila)		3 minutes	Ruben Calimag <i>Revenue Collection Clerk III</i>
4. Proceed to Examination Room				Nikola Madonna L. Cabrera <i>Nurse IV</i> <i>City Health Office</i>
	TOTAL:		1 month	

19. ANIMAL BITE TREATMENT CENTER

To provide quality safe, timely & cost-effective management to animal patients & rabies exposures in the City of Ilagan

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	Government to Citizens
Who may avail:	All

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Barangay Certificate/Certificate of Indigency		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NEW PATIENT				
1. Patient will sign in admission area.	Guard on duty registers patient in logbook.	N/A	2 Minutes	Wilson Alamo <i>Admin Aide III</i>
2. Patient will get number and secure patient data sheet at CHO- Animal Bite Treatment Center. (Patient will provide his own insulin syringe if not available. Otherwise, all vaccines, medicines and medical supplies are free.)	Interviews, assesses and evaluates patient.	N/A	3 Minutes	Maria Corazon G. Lim <i>Nurse II</i> Myrene Krystel A. Agtarap <i>Admin Aide III</i>
3. Patient will wait for his/her number to be called then proceeds to treatment area and registers in ABTC logbook as new patient.	Anti-rabies vaccine is administered. Health teaching is done and post exposure prophylaxis card will be given to the patient with follow up schedule.	N/A	3 Minutes	Herbee M. Barrios <i>City Health Officer</i> Maria Corazon G. Lim <i>Nurse II</i> City Health Office
	If patient's wound or bite is Category II, he/she will be instructed to proceed at our Pharmacy if there are any oral medications needed for the patient.	N/A	2 Minutes	Maria Corazon G. Lim <i>Nurse II</i> Myrene Krystel A. Agtarap <i>Admin Aide III</i> City Health Office
	If the patient's wound is Category III, skin testing for Immune Globulin is done.	N/A	30 Minutes	Herbee M. Barrios <i>City Health Officer</i> Maria Corazon G. Lim <i>Nurse II</i>
			1 hour	

4. Patient proceeds to pharmacy for oral medicines, if needed.	If it is negative then Immune Globulin is infiltrated and the patient should be observed for any possible allergic reactions. Instructs patient for oral medications.	N/A	2 Minutes	Karla Abad <i>Pharmacist</i>
FOR FOLLOW-UP PATIENTS:				
STEP 1: Patient will get at CHO-ABTC	Retrieves patient data record from filing cabinet.	N/A	2 Minutes	Maria Corazon G. Lim <i>Nurse II</i>
STEP 2: Patient will wait for his/her number to be called then proceed to treatment area and registers in ABTC logbook as follow up.	Anti-rabies vaccine is administered and post exposure prophylaxis is given.	N/A	3 Minutes	Myrene Krystel A. Agtarap <i>Admin Aide III</i> Herbee M. Barrios <i>City Health Officer</i> Maria Corazon G. Lim <i>Nurse II</i>
TOTAL:			1 hour and 47 minutes	

20. ILAGAN BLOOD STATION

To improve the lives of patients who needs blood transfusion in supplementing blood loss.

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	Government Citizens/Client
Who may avail:	Citizens of City Ilagan

CHECKLIST OF REQUIREMENT

WHERE TO SECURE

Doctors request Barangay Clearance Voters I.D.	Confinement facility Barangay Residence Local COMELEC office
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Secure Doctors request with complete data	Received the request form	None	1 minute	Alexander A. Whitaker <i>Nurse I</i>
2) For approval at Administrators office.	Instructed borrower of requirements	None	10 minutes	Reynolds R. Lora <i>City Administrator</i>
3) Preparation of blood units	Recheck blood typing of blood unit	None	10 minutes	Jeannie Anne C. Bulan <i>Medtech II</i>
4) Releasing of blood	Document complete data and recording	None	5 minutes	April Jenneth B. Chu <i>Medtech I</i>
TOTAL:			26 minutes	

21. INFORMATION AND SERVICES ON ADOLESCENT HEALTH AND DEVELOPMENT PROGRAM

The CHO/City of Ilagan Youth Center provides comprehensive services for adolescents with utmost care, passion and confidentially.

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	Government Citizens/Client
Who may avail:	ADOLESCENT CLIENTS FROM 10 - 19 YEARS OF AGE

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
ITR HMBR Medical Record from other Hospital (if needed)		City Health Office / Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook at the information desk & get the number to be called.	Give the logbook and number.	None	1 minute	Charisma Shavile <i>Admin Aide 1</i>
2. Proceed to the admission & vital signs area	Vitals Signs Recorded & Staff will accomplish HBMR/pink card	None	20 minutes	Princess Diane Cunanan <i>Population Program Office I</i>
3. Proceed to Counselling Room	Provided counselling to Teenage Adolescent and services like: <ul style="list-style-type: none"> • Prenatal Care • Provision of FP information and commodities • Immunization • Healthy lifestyle • Diagnostic services 	None	20 minutes	Nikola Madonna L. Cabrera <i>Nurse IV</i>
4. Ask schedule for follow up check up	Schedule follow up of client upon signing of logbook for services rendered	None	5 minutes	Nikola Madonna L. Cabrera <i>Nurse IV</i> City Health Office
TOTAL:			46 minutes	

22. AVAILMENT OF MEDICO LEGAL

This service provides medico-legal examination & treatment of victims of abuse/s & accidents w/in the area of jurisdiction.

Office or Divisions:	City Health Office – RHU I
Classification:	Simple
Type of Transaction:	Government Citizens/Client
Who may avail:	Citizens of Ilagan

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Letter of Medico Legal	PNP

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. For victim of sexual abuse and Major accidents: 1. Secure request letter prior to examination. 2. Sign in the client logbook at the information desk & get the number to be called. 3. Proceed to the doctor's room for examination 4. Get the Medico-legal certificate	Refer to PNP	None	20 minute	PNP on Duty
	Give the logbook and number.	None	1 minutes	Wilson Alamo <i>Admin Aide III</i>
	Documenting of Assessment and Evaluation of the Victim	None	20 minutes	Herbee M. Barrios <i>City Health Officer</i>
	Give Medico-Legal Certificate	None	2 minutes	Herbee M. Barrios <i>City Health Officer</i>
	TOTAL:		43 minutes	
b. For Post Mortem Examinations: 1. Secure request letter prior to examination. 2. Present the request letter * Wait for the City Health Officer in the funeral parlor where the cadaver is. 3. Sign the consent form before post mortem examination by victims nearest kin.	Refer to PNP	None	20 minute	PNP on Duty
	Request letter Taken	None	1 minutes	Wilson Alamo <i>Administrative Aide 1</i>
	Give the form	None	5 minutes	Edison Tabalno <i>Admin Aide I</i>
	Conducted Post-Mortem to Cadaver	None	1 hour	Herbee M. Barrios <i>City Health Officer</i>
	TOTAL:		1 hour and 27 minutes	

CITY HEALTH OFFICE-II



1. OUTPATIENT CONSULTATION

Description of the Service: SYSTEMATIC PROCESS IN GIVING HEALTH SERVICES TO SICK PATIENT /REFERRAL OF PATIENT WHO NEEDS FURTHER EVALUATION AND MANAGEMENT.

Office or Divisions:	CITY HEALTH OFFICE-II
Classification:	SIMPLE
Type of Transactions:	GOVERNMENT TO CITIZEN
Who may avail:	CLIENT FROM 56 BARANGAYS

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
MEMBERSHIP DATA RECORD (MDR)		PHILHEALTH OFFICE LHIO-ILAGAN BRANCH		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) SIGN IN TO CLIENT LOGBOOK AND GET NUMBER, PROCEED TO WAITING AREA.	PATIENT LOGGED IN AND NUMBER GIVEN.	NONE	1 MIN.	JOAN LAGGUI,RN -NURSE INCHARGED
2.) PROCEED TO ADMISSION AREA	PATIENT ADMITTED.	NONE	5 MINS.	DIVIE BARCENA,RM -MIDWIFE I
3.) GO TO DOCTORS ROOM	CONSULTATION AND TREATMENT GIVEN TO PATIENT EFFICIENTLY.	NONE	5 MINS.	PELAGIA ABBAGO,MD CITY HEALTH OFFICER
4.) GO TO DISPENSING AREA	PRESCRIBED MEDICINES DISPENSED WITH PROPER INSTRUCTIONS.	NONE	3 MINS.	DAISY ACOSTA,RM -DISPENSING MIDWIFE
TOTAL:			14 MINS.	

2. WELL BABY

Description of the Service: TO RENDER PACKAGE OF HEALTH INTERVENTIONS AND SERVICES TO NEWBORN AND INFANTS WHICH INCLUDES EXCLUSIVE BREASTFEEDING, IMMUNIZATION AND MONITORING OF GROWTH AND DEVELOPMENT.

Office or Divisions:	CITY HEALTH OFFICE- II
Classification:	SIMPLE
Type of Transactions:	GOVERNMENT TO CITIZEN
Who may avail:	AGES 0-12 MONTHS

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
EARLY CHILDHOOD CARE AND DEVELOPMENT (ECCD CARD)	- MIDWIFE IN CHARGED CITY HEALTH OFFICE-II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) SIGN IN TO CLIENT LOGBOOK AND GET NUMBER, PROCEED TO WAITING AREA.	PATIENT LOGGED IN AND NUMBER GIVEN.	NONE	1 MIN.	JOAN LAGGUI,RN NURSE INCHARGED
2.) GO TO THE ADMISSION AREA FOR VITAL SIGNS AND ISSUANCE OF ECCD CARD FOR NEW CLIENTS.	PATIENT ADMITTED, ECCD CARD ISSUED AND PROPERLY FILLED UP FOR NEW CLIENT.	NONE	3MINS.	DIVIE BARCENA,RM MIDWIFE I
3.) PROCEED TO CHILD CARE ROOM FOR COUNSELLING.	COUNSELLED AND ENDORSED TO RESPECTIVE MIDWIFE	NONE	15MINS.	SARAH JANE NORIEGA,RN EPI AND IMCI COORDINATOR
TOTAL:			18 minutes	
<i>(please use additional sheet/s if necessary)</i>				

3. INTEGRATED MANAGEMENT OF CHILDHOOD ILLNESS

Description of the Service: TO REDUCE CHILD MORTALITY AND MORBIDITY AND TO PROMOTE AND IMPROVE GROWTH AND DEVELOPMENT AMONG CHILDREN UNDER FIVE YEARS OF AGE.

Office or Divisions: CITY HEALTH OFFICE -II

Classification: SIMPLE

Type of Transactions: GOVERNMENT TO CITIZEN

Who may avail: AGES 0-59 MONTHS

CHEKCLIST OF REQUIRMENTS

WHERE TO SECURE

EARLY CHILDHOOD CARE AND DEVELOPMENT (ECCD CARD)

CLIENT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) SIGN IN TO CLIENT LOGBOOK AND GET NUMBER, PROCEED TO WAITING AREA.	PATIENT LOGGED IN AND NUMBER GIVEN.	NONE	1 MIN.	JOAN LAGGUI,RN NURSE INCHARGED
2.) GO TO ADMISSION AREA FOR INTERVIEW AND VITAL SIGNS TAKING.	PATIENT ADMITTED.	NONE	5 MINS.	DIVIE BARCENA,RM MIDWIFE I
3.) PROCEED TO CHILDCARE ROOM.	ASSESSMENT, CLASSIFICATION, TREATMENT AND COUNSELLING DONE BY IMCI COORDINATOR.	NONE	10 MINS.	SARAH JANE NORIEGA,RN EPI AND IMCI COORDINATOR

4.) GO TO DISPENSING AREA FOR AVAILMENT OF PRESCRIBED MEDICINE/S.	PRESCRIBED MEDICINES DISPENSED WITH PROPER INSTRUCTIONS.	NONE	5 MINS.	DAISY ACOSTA, RM DISPENSING MIDWIFE
TOTAL:			21 minutes	

4. SERVICE NAME: MATERNAL HEALTH CARE

Description of the Service: TO PROMOTE AND PROTECT THE HEALTH OF WOMEN DURING PREGNANCY, CHILDBIRTH AND POSTPARTUM PERIOD, AND TO ENSURE BIRTH OF HEALTHY CHILD.

Office or Divisions:	CITY HALTH OFFICE-II
Classification:	SIMPLE
Type of Transactions:	GOVERNMENT TO CITIZEN
Who may avail:	PREGNANT

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
HOME BASED MATERNAL RECORD(HBMR)		- BARANGAY HEALTH STATION - MIDWIFE INCHARGED		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) SIGN IN TO CLIENT LOGBOOK, PROCEED TO PRIORITY LANE AREA.	PATIENTS LOGGED IN	NONE	1 MIN.	JOAN LAGGUI, RN NURSE INCHARGED
2.) PROCEED TO ADMISSION AREA FOR INTERVIEW AND VITAL SIGNS TAKING.	PATIENT ADMITTED.	NONE	5MINS.	DIVIE BARCENA, RM MIDWIFE I EDITHA SANTOS, RM MCHN COORDINATOR
3.) PROCEED TO MATERNAL CARE ROOM.				
4.) PROCEED TO LABORATORY.	PRENATAL CARE SERVICES RENDERED.	NONE	15 MINS.	JACQUELINE CUREG, RMT MEDTECH I
5.) GO TO DOCTORS ROOM	ROUTINE LABORATORY PACKAGE FOR PREGNANT WOMEN PERFORMED.	WITH PHILHEALTH- NONE NONE PHILHEALTH P700.00	30 MINS- 1 HOUR	PELAGIA ABBAGO, MD, MSPH CITY HEALTH OFFICER
6.) GO TO DISPENSING AREA.	LABORATORY RESULTS INTERPRETED, PATIENT ASSESSED, MEDICINES	NONE	15MINS.	DAISY ACOSTA, RM DISPENSING MIDWIFE

	<p>PRESCRIBED AND IF HIGH RISK PATIENT REFERED.</p> <p>PRESCRIBED MEDICINES DISPENSED WITH PROPER INSTRUCTIONS.</p> <p>REFERRAL FORM ISSUED TO PATIENT NEED FURTHER MANAGEMENT</p>	NONE	3MINS.	
TOTAL:			1 HOUR AND 39MINS.	
<i>(please use additional sheet/s if necessary)</i>				

5. ASSIST NORMAL SPONTANEOUS DELIVERY

Description of the Service: ASSESS AND EVALUATE PROGRESS OF LABOR AND ENSURING THE SAFETY OF THE MOTHER AND CHILD DURING AND AFTER DELIVERY.

Office or Divisions:	CITY HEALTH OFFICE -II
Classification:	SIMPLE
Type of Transactions:	GOVERNMENT TO CITIZEN
Who may avail:	PREGNANT

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
MEMBERSHIP DATA RECORD(MDR) HOME BASED MATERNAL RECORD(HBMR)	-PHILHEALTH OFFICE LHIO- ILAGAN BRANCH -CLIENT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) GO TO BIRTHING CENTER ADMITTING AREA.	QUICKED ASSESSMENT DONE	NONE	3MINS.	EDITHA SANTOS, RM CHM ON DUTY
2.) ADMIT PATIENT >IF IN ACTIVE LABOR: >IF NOT IN ACTIVE LABOR(Advised to comeback if experienced pain, and admit if from far flung barangay. >IF HIGH RISK AND WITH COMPLICATIONS : Refer to hospital of choice.	ADMITTED, THOROUGH ASSESSMENT DONE	NONE	7MINS.	EDITHA SANTOS, RM CHM ON DUTY
3.) TRANSFER PATIENT TO LABOR ROOM.	PROGRESS OF LABOR, FETAL HEART TONE AND MOTHER VITALS SIGNS MONITORED.		10MINS.- 1HOUR	EDITHA SANTOS, RM CHM ON DUTY
4.) TRANSFER PATIENT	ASSISTED IN THE DELIVERY OF THE BABY			

TO DELIVERY ROOM.	POSTPARTUM WOMEN/NEW BORN CLOSELY MONITORED	IF NON-PHILHEALTH MEMBER	3MINS.	EDITHA SANTOS RM, CHM ON DUTY
5.) TRANSFER PATIENT TO WARD.	PATIENT BILLED AND DISCHARGED, TAKE HOME MEDS INSTRUCTED HOMECARE ADVISED	P2000.00	10-20 MINS.	
6.) DISCHARGE PATIENT AFTER 24HOURS. NEW BORN SCREENING	BIRTH CERTIFICATE PREPARED FOR REGISTRATION	WITH PHILHEALTH -FREE		
TOTAL:		P2000.00	1 HOUR AND 33MINS.	

6. INFORMATION AND SERVICE ON FAMILY PLANNING

Description of the Service: PROVIDES COMPREHENSIVE FAMILY PLANNING SERVICES, BOTH NATURAL AND ARTIFICIAL METHOD.

Office or Divisions:	CITY HEALTH OFFICE-II
Classification:	SIMPLE
Type of Transactions:	GOVERNMENT TO CITIZEN
Who may avail:	WOMAN ON REPRODUCTIVE AGES(10-49)

CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
None		none		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) SIGN IN TO CLIENT LOGBOOK AND GET NUMBER, PROCEED TO WAITING AREA.	PATIENT LOGGED IN AND NUMBER GIVEN.	NONE	1MIN.	JOAN LAGGUI,RN NURSE INCHARGED
2.) GO TO ADMISSION AREA.	PATIENT ADMITTED.	NONE	5MINS.	DIVIE BARCENA,RM MIDWIFE I
3.) PROCEED TO FAMILY PLANNING ROOM	PATIENT COUNSELLED ON DIFFERENT FP METHODS FILLED UP FP FORM, CHOSEN FP METHOD GIVEN	NONE	10MINS.	BETHZAIDA MANALIGOD,RN NURSE V-FP AND NTP COORDINATOR
TOTAL:			16 minutes	

(please use additional sheet/s if necessary)

7. WOMEN'S HEALTH SERVICES

Description of the Service: FOR THE DETECTION OF GONORRHEA AMONG EEW, THROUGH COLLECTION OF VAGINAL DISCHARGE FROM GRAM STAINING.

Office or Divisions:	CITY HEALTH OFFICE-II
Classification:	SIMPLE
Type of Transactions:	GOVERNMENT TO CITIZEN
Who may avail:	ENTERTAINMENT ESTABLISHMENT WORKERS (EEW)

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
PINK HEALTH CARD		CITY HEALTH OFFICE-II ILAGAN		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) SIGN IN TO CLIENT LOGBOOK AND GET NUMBER, PROCEED TO WAITING AREA.	PATIENT LOGGED IN AND NUMBER GIVEN.	NONE	1MIN.	JOAN LAGGUI, RN NURSED INCHARGED
2.) GO TO ADMISSION AREA.	PATIENT ADMITTED.	NONE	3MINS.	DIVIE BARCENA, RM MIDWIFE I
3.) PROCEED TO FP ROOM.	SPECIMEN COLLECTED			
4.) BRING SPECIMEN TO THE LABORATORY FOR GRAM STAINING.	GRAM STAINING DONE	NONE	10MINS.	MERCEDES USBAL, RM MIDWIFE II
5.) GET LABORATORY RESULT.	LABORATORY RESULTS RELEASED GIVEN	P50.00	30MINS. – 1HR.	JACQUELINE CUREG, RMT MEDTECH I
	LABORATORY RESULTS INTERPRETED AND PROPER TREATMENT PRESCRIBED	NONE	1MIN.	MELISSA IGLESIAS CASUAL MIDWIFE
6.) GO TO DOCTORS ROOM.		NONE	3MINS.	PELAGIA ABBAGO, MD, MSPH CITY HEALTH OFFICER
TOTAL:			1 HOUR AND 18MINS.	

8. AVAILMENT OF ANTI TB DRUGS

Description of the Service: TB DOTS PROVIDE SERVICES FOR SCREENING OF PRE-SUMPTIVE TB DIAGNOSED, AND FREE TB DRUGS BASED ON TB DOTS POLICIES AND PROCEDURE.

Office or Divisions:	CITY HEALTH OFFICE-II
Classification:	SIMPLE
Type of Transactions:	GOVERNMENT TO CLIENT
Who may avail:	DIAGNOSED PTB PATIENT

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
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FOR NEW PATIENT: NTP REFFERAL FORM,SPUTUM EXAMINATION RESULT (DSSM AND GENE-XPRT) ➤ CHEST X-RAY RESULT FOR OLD PATIENT: NTP CARD		REFERRING UNIT/FACILITY(RHU,BHS,HOSPITAL) LABORATORY/GENE XPRT SITE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) SIGN IN TO CLIENT LOGBOOK AND GET NUMBER, PROCEED TO WAITING AREA.	PATIENT LOGGED IN AND NUMBER GIVEN.	NONE	1 MIN.	JOAN LAGGUI, RN NURSED INCHARGED
2.)GO TO ADMISSION AREA.	PATIENT ADMITTED.	NONE	3 MINS.	DIVIE BARCENA, RM MIDWIFE I
FOR NEW CLIENT: 3.) GO TO TB DOTS ROOM FOR REGISTRATION AND SCREENING.	PATIENT INTERVIEWED AND REGISTERED TO PRESUMPTIVE MASTERLIST LOGBOOK	NONE	3MINS.	AMELYN BALBIN,RN NURSE INCHARGED
4.) SUBMIT NECESSARY REQUIREMENTS.	CHECKED DOCUMENTS FOR COMPLETENESS	NONE	3MINS.	AMELYN BALBIN,RN NURSE INCHARGED
5.) EXAMINE AND FURTHER ASSESS THE CLIENT.	THOROUGH ASSESSMENT DONE	NONE	10MINS.	BETHZAIDA MANALIGOD,RN NURSE V-FP AND NTP COORDINATOR MELISSA IGLESIAS CASUAL MIDWIFE
IF SYMPTOMATIC: A.) GO TO LABORATORY	SPUTUM CUP PROVIDED SPECIMENS COLLECTED, ON THE SPOT SPUTIUM SPECIMENS AND AFTER ONE HOUR SPECIMENT DSSM DONE RESULT GIVEN	NONE NONE	3MINS.	JACQUELINE CUREG, RMT MEDTECH I
B.) GET THE LABORATORY RESULT.	RESULTS INTERPRETED AND FURTHER MANAGEMENT GIVEN	NONE	5MINS.	MELISSA IGLESIAS CASUAL MIDWIFE
C.) RETURN TO TB DOTS ROOM	RESULT INTERPRETED AND MANAGEMENT GIVEN PATIENT AND TREATMENT PARTNER COUNSELLED AND TREATMENT STARTED	NONE NONE	1MIN. 5MINS.	BETHZAIDA MANALIGOD, RN NURSE V- FP AND NTP COORDINATOR
FOR SPUTUM POSITIVE:	REFERRED TO CHO FOR FURTHER CARE AND	NONE	10-20MINS	BETHZAIDA MANALIGOD, RN NURSE V- FP AND NTP

AT TB DOTS ROOM	MANAGEMENT.			COORDINATOR
FOR NEGATIVE RESULT:	SPIUTUM SUBMITTED MEDICINE DISPENSED, AND PATIENT COUNSELLED MANAGED	NONE	5MINS.	PELAGIA ABBAGO,MD,MSPH CITY HEALTH OFFICER
FOR OLD AND FOLLOW UP CASE:	MEDICINES GIVEN AND FURTHER INSTRUCTIONS		5MINS.	BETHZAIDA MANALIGOD, RN NURSE V- FP AND NTP COORDINATOR
A. GO TO LABORATORY.	FURTHER EVALUATIONS AND INSTRUCTION GIVEN.	NONE	3MINS.	BETHZAIDA MANALIGOD, RN NURSE V- FP AND NTP COORDINATOR
B. GO BACK TO TB DOTS ROOM	SPECIMEN COLLECTED DSSM DONE		5MINS.	BETHZAIDA MANALIGOD, RN NURSE V- FP AND NTP COORDINATOR
FOR RE-TREATMENT CASE:	REFERRAL ISSUED AND ENDORSED ACCORDINGLY	NONE	5MINS.	JACQUELINE CUREG, RMT MEDTECH I
A. GO TO TB DOTS ROOM			5 MINS.	BETHZAIDA MANALIGOD, RN NURSE V- FP AND NTP COORDINATOR
B. GO TO THE LABORATORY		NONE		
C. GO BACK TO TB DOTS ROOM FOR REFERRAL TO CVMC (Cagayan Valley Medical Center) FOR GENE XPERT TEST				
TOTAL:			1HR.AND 21MINS.	

(please use additional sheet/s if necessary)

9. NON-COMMUNICABLE DISEASE

Description of the Service: SYSTEMATIC PROCESS IN GIVING HEALTH SERVICES TO PATIENT WITH NON-COMMUNICABLE DISEASES WHO NEED TO BE TREATED,MANAGED AND REGISTERED FOR CONTINUOUS SUPPLY OF MEDICINES.

Office or Divisions:	CITY HEALTH OFFICE-II
Classification:	SIMPLE
Type of Transactions:	GOVERNMENT TO CITIZEN
Who may avail:	HYPERTENSIVE,DIABETIC AND MENTAL HEALTH CLIENT

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
MEMBERSHIP DATA RECORD (MDR)	PHILHEALTH OFFICE- LHIO ILAGAN BRANCH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) SIGN IN TO CLIENT LOGBOOK AND GET NUMBER, PROCEED TO WAITING AREA.	PATIENT LOGGED IN AND NUMBER GIVEN.	NONE	1MIN.	JOAN LAGGUI,RN NURSED INCHARGED
2.) GO TO ADMISSION AREA.	PATIENT ADMITTED.	NONE	3MINS.	JONATHAN DELACRUZ NURSED INCHARGED
3.) GO TO DOCTORS ROOM	PATIENT THOUROUGHLY ASSED, EXAMINED AND DIAGNOSED	NONE	5MINS.	PELAGIA ABBAGO,MD,MSPH CITY HEALTH OFFICER
4.) GO TO NON-COMMUNICABLE DISEASE COORDINATOR	REGISTERED PATIENT AT REGISTRY BOOK WITH TREATMENT CARD RELEASED	NONE	5MINS.	REYMOND LORENZO,RN CHN I
5.) GO TO DISPENSING AREA	PRESCRIBED MEDICINE DISPENSED WITH PROPER INSTRUCTION	NONE	3MINS.	DAISY ACOSTA,RM DISPENSING MIDWIFE

TOTAL:

17Mins.

10. AVAILMENT OF DENTAL SERVICES

Description of the Service: TO REDUCE THE PREVALENCE RATE OF DENTAL DISEASES BY PROVIDING PREVENTIVE,CURATIVE AND PROMOTE DENTAL HEALTH CARE TO OUR CLIENTS.

Office or Divisions: CITY HEALTH OFFICE-II

Classification: SIMPLE

Type of Transactions: GOVERNMENT TO CITIZEN

Who may avail: CLIEEN FROM BARANGAYS

CHEKCLIST OF REQUIRMENTS

WHERE TO SECURE

1.) FOR MANOR PATIENT(WAIVER/PARENTS CONSENT)

- PATIENT

2.) MEDICAL CLEARANCE (FOR MEDICALLY COMPROMISED PATIENT)

- ATTENDING PHYSICIAN

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) SIGN IN TO CLIENT LOGBOOK AND GET NUMBER.	PATIENT LOGGED IN AND NUMBER GIVEN.	NONE	1MIN.	JOAN LAGGUI,RN NURSED INCHARGED
2) PROCEED TO ADMISSION AREA.	VITAL SIGNS TAKEN RECORDED	NONE	2 MINS	DIVIE BARCENA,RM MIDWIFE I

3) PROCEED TO DENTAL ROOM SIGN IN TO CLIENT LOGBOOK AND FILL UP ITR (INFORMATION TREATMENT RECORD)	NEW CLIENT: FILL UP ITR FORM OLD CLIENT: RETRIEVE THE ITR FORM	NONE	5 MINS	NELLY C. CAPUCHINO DENTAL AIDE
4) GO TO THE DENTAL ROOM	LOGGED-IN DENTAL LOGGED BOOK PATIENT ASSESSED, CONSULTED AND TREATED	NONE	30 MINS	DR. CHRISTINE EUNICE BULAN, DMD DENTIST-IV
FOR HIGH RISK CLIENT:	- REFER TO GFNDY MEMORIAL HOSPITAL DENTAL DEPARTMENT PATIENT GIVEN MEDICINE WITH INSTRUCTION	NONE	5 MINS	NELLY C. CAPUCHINO DENTAL AIDE
TOTAL:			42 MINUTES	
<i>(please use additional sheet/s if necessary)</i>				

11. LABORATORY SERVICES

Description of the Service: CLINICAL LABORATORY SERVICES ARE TEST CARRIED OUT ON SPECIMEN FROM THE BODY THAT USED TO AID IN DIAGNOSIS, TREATMENT AND PREVENTION DISEASES

Office or Divisions:	CITY HEALTH OFFICE-II
Classification:	SIMPLE
Type of Transactions:	GOVERNMENT TO CLIENT
Who may avail:	CITIZENS FROM 56 BARANGAYS

CHEKCLIST OF REQUIRMENTS

WHERE TO SECURE

DOCTORS LAB REQUEST/PATIENTS RECORD MEMBERSHIP DATA RECORD(MDR)	- MEDICAL DOCTOR CHO – 2/HOSPITAL - PHIC OFFICE LHIO – ILAGAN BRANCH
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) SIGN IN TO CLIENT LOGBOOK AND GET NUMBER.	PATIENT LOGGED IN AND NUMBER GIVEN.	NONE	1 MIN.	JOAN C. LAGGUI, RN NURSE INCHARGED
2) PROCEED TO ADMISSION AREA.	PATIENT ADMITTED. RECORDED	NONE	5 MINS.	DIVIE BARCENA MIDWIFE ON DUTY
3.) GO TO CONSULTATION ROOM	CONSULTATION DONE AND LAB REQUESTED.	NONE	1 MIN.	DR. PELAGIA ABBAGO, MD, MSPH CITY HEALTH OFFICER
4.) PROCEED TO LABORATORY ROOM		FOR NON-PHIC P50-200 DEPEND	3 MINS-1 HR. DEPENDING ON TEST	JACQUILINE C. CUREG, RMT MEDTECH I

5.) GET LABORATORY RESULT.	LABORATORY REQUESTED DONE LAB RESULT GIVEN	ING ON TEST NONE	1 MIN.	JUSTINE FAYE MORAL, RMT CASUAL MEDTECH
6.) GO BACK TO THE DOCTOR'S ROOM	LAB RESULT INTERPRETED PROPER MEDICINES PRESCRIBED	NONE	5 MINS.	MELISSA IGLESIAS CASUAL MIDWIFE DR. PELAGIA ABBAGO,MD,MSPH CITY HEALTH OFFICER

TOTAL:	P50-200	1HR.AND 13MINS.		
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12. EXPANDED NEWBORN SCREENING PROGRAM

Description of the Service: THE EXPANDED NEWBORN SCREENING PROGRAM WILL INCREASE THE SCREENING PANEL OF DISORDERS FROM SIX(6) TO TWENTY EIGHT(28).THIS WILL PROVIDE OPPORTUNITIES TO SIGNIFICANTLY IMPROVED THE QUALITY OF LIFE OF AFFECTED NEWBORNS THROUGH FACILITATING EARLY DIAGNOSIS AND EARLY TREATMENT.

Office or Divisions:	CITY HEALTH OFFICE II
Classification:	HIGHLY TECHNICAL
Type of Transactions:	GOVERNMENT TO CITIZEN
Who may avail:	NEWBORN BABIES

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
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MEMBERSHIP DATA RECORD(MDR)	PHILHEALTH OFFICE- LHIO ILAGAN BRANCH
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.)SIGN IN TO CLIENT LOGBOOK	PATIENT LOGGED IN	NONE	1MIN.	JOAN LAGGUI,RN NURSE INCHARGED
2.) GO TO LABORATORY ROOM	BLOOD SPECIMEN COLLECTED FROM NEWBORN,	FOR IN PATIENT: WITH PHIC-FREE NON-PHIC-OPD P1,750.00	5-10MINS.	JACQUILINE C. CUREG, RMT MEDTECH I
3.) GET NEWBORN RESULT AT THE LABORATORY ROOM AFTER 3WEEKS.	PARENTS INSTRUCTED AND COUNSELLED NBS RESULT INTERPRETED	NONE	1MIN.	JACQUILINE C. CUREG, RMT MEDTECH I
4.) GO TO DOCTORS ROOM	RESULT INTERPRETED, IF POSITIVE RESULT-REFER FOR	NONE	3MINS.	PELAGIA ABBAGO,MD,MSPH CITY HEALTH OFFICER

	CONFIRMATORY TEST			
	TOTAL:	P1,750.00	15MINS.	
<i>(please use additional sheet/s if necessary)</i>				

13. AVAILMENT OF ANTI-LEPROSY DRUG

Description of the Service: IDENTIFIES AND TREAT PATIENT WITH LEPROSY BASED ON NATIONAL LEPROSY CONTROL PROGRAM POLICIES AND PROCEDURE.

Office or Divisions:	CITY HEALTH OFFICE-II
Classification:	SIMPLE
Type of Transactions:	GOVERNMENT TO CITIZEN
Who may avail:	DIAGNOSED WITH LEPROSY WITHIN 56 BARANGAYS

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
FOR NEW PATIENT: REFERRAL FORM SKIN SLIT RESULT		REFERRING UNIT(RHU, BHS,HOSPITAL)		
FOR OLD PATIENT: NLCP CARD				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.)SIGN IN TO CLIENT LOGBOOK, GET NUMBER.	PATIENT LOGGED IN	NONE	1 MIN.	JOAN LAGGUI,RN NURSE INCHARGED
2.) GO TO COMMUNICABLE/ INFECTIOUS AREA	ADMITTED, THOROUGH PHYSICAL, SCREENING AND ASSESSMENT DONE	NONE	5MINS.	DIVIE BARCENA, RM MIDWIFE I
3.) PROCEED TO TB DOTS/ COMMUNICABLE DISEASE ROOM	EFFICIENT AND QUALITY ASSESSMENT AND MANAGEMENT RENDERED	NONE	10-15MINS.	BETHZAIDA MANALIGOD, RN NURSE V- FP AND NTP COORDINATOR
TOTAL:			21 minutes	

14. SECURING MEDICAL/DENTAL CERTIFICATE

Description of the Service: ISSUANCE OF MEDICAL AND DENTAL CERTIFICATE FOR PEOPLE SEEKING EMPLOYMENT AND ENROLLMENT OF STUDENTS AFTER PHYSICAL EXAMINATION AND UPON COMPLETION OF REQUIREMENTS NEEDED.

Office or Divisions:	CITY HEALTH OFFICE-II
Classification:	SIMPLE
Type of Transactions:	GOVERNMENT TO CITIZEN
Who may avail:	CLIENT FROM 56 BARANGAYS

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
IF FOR EMPLOYMENT: LABORATORY RESULT (X-RAY, URINALYSIS, FECALYSIS, HEP. B SCREENING)		HOSPITAL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) SIGN IN TO CLIENT LOGBOOK, GET NUMBER	PATIENT LOGGED IN	NONE	1MIN.	JOAN LAGGUI, RN NURSE INCHARGED
2.) GO TO ADMISSION AREA	PATIENT ADMITTED.	NONE	3MINS.	DIVIE BARCENA, RM MIDWIFE I
3.) GO TO LABORATORY	FOR PAYMENT WITH RECEIPT	P130.00	2MINS.	REVENUE COLLECTOR
4.) GO TO DOCTORS ROOM	THOROUGH ASSESSMENT AND PHYSICAL EXAMINATION DONE	NONE	5MINS.	PELAGIA ABBAGO, MD, MSPH CITY HEALTH OFFICER
5.) GO TO EVS ROOM	MEDICAL/DENTAL CERTIFICATE ENCODED	NONE	3MINS.	JAMILA KATHLYN GALPAO ENCODER
6.) GO BACK TO DOCTORS ROOM	MEDICAL/DENTAL CERTIFICATE ISSUED	130.00		PELAGIA ABBAGO, MD, MSPH CITY HEALTH OFFICER DR. CHRISTINE EUNICE BULAN, DMD DENTIST-IV
TOTAL:		P130.00	14MINS.	
<i>(please use additional sheet/s if necessary)</i>				
15. AVAILMENT OF MEDICO LEGAL (FOR VICTIMS OF SEXUAL ABUSE AND MAJOR ACCIDENT)				
Description of the Service: ISSUANCE OF MEDICO LEGAL CERTIFICATE THROUGH PROPER HANDLING AND ACCURATE DOCUMENTATION, AND THOROUGH CLINICAL EXAMINATION OF CASES FOR LEGAL PURPOSES IN ACCORDANCE TO THE LAW.				
Office or Divisions:	CITY HEALTH OFFICE-II			
Classification:	SIMPLE			
Type of Transactions:	GOVERNMENT TO CITIZEN			
Who may avail:	VICTIMS OF SEXUAL ABUSE AND ACCIDENTS			
CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
POLICE REPORT/CONSENT LETTER		POLICE STATION		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) SIGN IN TO CLIENT LOGBOOK, GET NUMBER	PATIENT LOGGED IN	NONE	1MIN.	JOAN LAGGUI,RN NURSE INCHARGED
2.) PROCEED TO EVS ROOM	FORMS PREPARED OTHER DOCUMUNETS NEEDED CHECKED	NONE	10MINS.	JAMILA KATHLYN GALPAO ENCODER
3.) SECURE CONSENT LETTER FROM PNP PRIOR TO EXAMINATION	ENDORSMENT LETTER FROM POLICE PRESENTED	NONE	10MINS.	C/O PNP PERSONNEL
4.) GO TO EXAMINATION ROOM /DOCTOR ROOM	THOROUGH EXAMINATION DONE	NONE	10-20MINS.	PELAGIA ABBAGO,MD,MSPH CITY HEALTH OFFICER
FOR POST-MORTEM 1.) SECURE REQUEST LETTER FROM POLICE	MEDICOLEGAL CERTIFICATE ISSUED	NONE	30MINS.	ENGR.CHARLES LUYUN SANITARY INSPECTOR
2.) PERFORM POST MORTEM EXAMINATION.	REQUEST LETTER SECURED	NONE	5-10 MINS.	PELAGIA ABBAGO,MD,MSPH CITY HEALTH OFFICER
3.) GET DEATH CERTIFICATE AND MORTEM RESULT AFTER 1 DAY.	POST MORTEM EXAMINATION PERFORMED ISSUED DEATH CERTIFICATE	NONE		PELAGIA ABBAGO,MD,MSPH CITY HEALTH OFFICER
TOTAL:			1DAY,1 HR.AND 21MINS.	
16. ISSUANCE OF SANITARY PERMIT				
Description of the Service: FOOD AND NON FOOD BUSINESS ESTABLISHMENTS ARE REQUIRED TO SECURE SANITARY PERMIT TO MAKE SURE THAT THEY OBSERVE THE STANDARD OF THE SANITARY CODE.				
Office or Divisions:	CITY HEALTH OFFICE-II			
Classification:	SIMPLE			
Type of Transactions:	GOVERNMENT TO BUSINESS			
Who may avail:	ALL FOOD ESTABLISHMENT FROM 56 BARANGAYS			
CHEKCLIST OF REQUIRMENTS			WHERE TO SECURE	
MEDICAL AND LABORATORY RESULTS 1X1 PICTURE			CITY HEALTH OFFICE/ HOSPITAL	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.) SIGN IN TO CLIENT LOGBOOK SECURE REQUIREMENT.	PATIENT LOGGED IN	NONE	1MIN.	JOAN LAGGUI,RN NURSE INCHARGED
2.) PROCEED TO EVS ROOM	DOCUMENTS SUBMITTED AND VERIFIED	NONE	3MINS.	ENGR.CHARLES LUYUN SANITARY INSPECTOR
3.) GO TO LABORATORY ROOM	PAYMENTS DONE WITH RECEIPT	Med. CERT.	3MINS.	REVENUE COLLECTOR
4.) GO BACK TO THE SANITARY INSPECTOR AND LISCENSING OFFICE	FOR HEALTH AND SANITATION REMINDERS	P130.00 ID- P100.00 SAN.PE RMIT	5-10MINS.	ENGR.CHARLES LUYUN SANITARY INSPECTOR
5.) GO TO DOCTORS ROOM	PERMITSIGNED ISSUED AND SIGNED	NONE	3MINS.	PELAGIA ABBAGO,MD,MSPH CITY HEALTH OFFICER
6.) PROCEED TO MAYOR`S OFFICE FOR FINAL SIGNING OF PERMIT.		NONE	5-10 MINS.	HON.JOSEMARIE L.DIAZ,DMD CITY MAYOR
TOTAL:		P380.00	30MINS.	
<i>(please use additional sheet/s if necessary)</i>				

17.TRANSFER OF CADAVER

Description of the Service: IT IS A REQUIREMENT FOR EVERY ENTOMBMENT WITHIN THE CITY THAT THE PERMIT WILL BE ISSUED AS REQUIRED BY LAW UNDER P.D 85 SPECIFICALLY THE DISPOSAL OF CADAVER.

Office or Divisions:	CITY HEALTH OFFICE-II
Classification:	SIMPLE
Type of Transactions:	GOVERNMENT TO CITIZEN
Who may avail:	ALL REQUESTING CLIENT FROM 56 BARANGAYS TO TRANSFER CADAVER

CHEKCLIST OF REQUIRMENTS

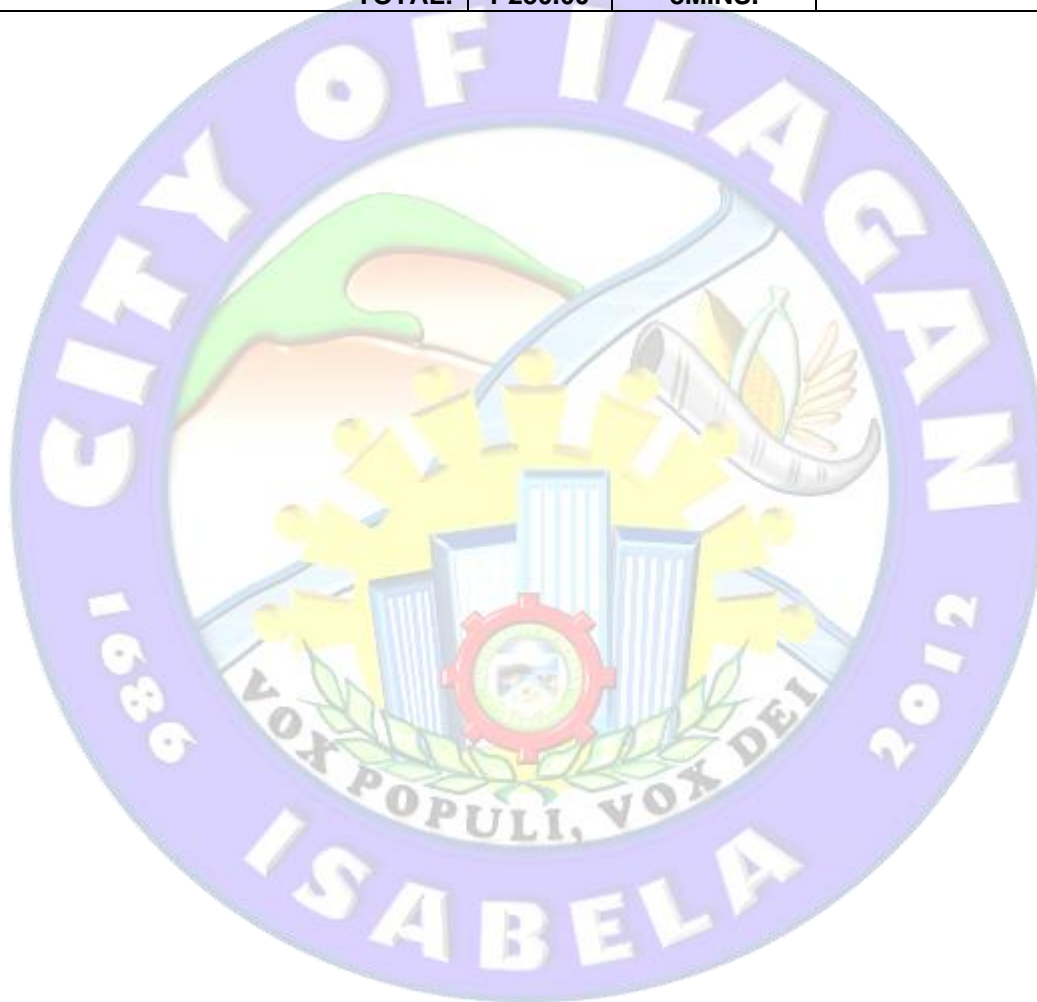
WHERE TO SECURE

DEATH CERTIFICATE

CITY HEALTH OFFICE-II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1.) SIGN IN TO CLIENT LOGBOOK.	PATIENT LOGGED IN	NONE	1MIN.	JOAN LAGGUI,RN NURSE INCHARGED
2.) PROCEED TO EVS ROOM	EXUMATION REQUEST DONE	NONE	1 MIN	ENGR.CHARLES LUYUN SANITARY INSPECTOR
2.) PAY THE REQUIRED FEE AT THE LABORATORY ROOM.	PAYMENT DONE WITH ISSUED PERMIT	₱250.00	3MINS.	REVENUE COLLECTOR
3.) GO TO DOCTORS ROOM	PERMIT ISSUED AND SIGNED	NONE	3MINS.	PELAGIA ABBAGO,MD,MSPH CITY HEALTH OFFICER
TOTAL:		P250.00	8MINS.	



San Antonio City Hospital



1. PHILHEALTH DEPARTMENT

Description of the Service:

Office or Divisions:	SAN ANTONIO CITY OF ILAGAN
Classification:	SIMPLE
Type of Transactions:	G2C- GOVERNMENT TO CLIENT
Who may avail:	PATIENTS/CLIENTS(ADMITTED PATIENTS)

CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
PHILHEALTH IDENTIFICATION CARD (ID) MEMBER DATA RECORD (MDR)		NEAREST PHILHEALTH OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Advise client to provide/present a copy of Member Data Record (MDR) / Philhealth I.D. of a Member.	a. Assess and verify of Philhealth MDR .	NONE	1-3 minutes	JAYSON BAYSAC Philhealth clerk or philhealth clerk on duty
2. Below 21 years old, single and declared dependent of the member. They are advised to provide a photo copy of live birth certificate if she/he is a patient.	b. Instructs the Philhealth Member to provide necessary documents to be submitted to the staff on duty for the processing of papers. Documents upon patient discharge.	NONE	2-5 minutes	JAYSON BAYSAC Philhealth clerk or philhealth clerk on duty
3. If a client is not yet declared by his/her spouse they advised to provide an authenticated photo copy of their marriage certificate.	c. Processing of patient's Philhealth papers/claims.	NONE	2-5 minutes	JAYSON BAYSAC Philhealth clerk or philhealth clerk on duty
4. Then fill up the philhealth member registration form (PMRF) for the updating of undeclared dependent.				
<i>Patient can avail Philhealth Benefits within 24 hour of hospital confinement.</i>				
TOTAL:		NONE	10-13 MINUTES	

2. DENTAL DEPARTMENT				
Description of the Service:				
Office or Divisions:	SAN ANTONIO CITY OF ILAGAN HOSPITAL			
Classification:	SIMPLE			
Type of Transactions:	G2C- GOVERNMENT TO CLIENT			
Who may avail:	CLIENTS			
CHECKLIST OF REQUIRMENTS			WHERE TO SECURE	
CLIENT RECORDS (OLD CLIENT)			RECORDS DEPARMENT	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Out-patient department a. New Client b. Re-visit Client	a. Interviews and records the Clients Personal Data, vital signs and other conditions. b. vital signs and interview of subjective complaint c. Proceed to the doctor's table for consultation and proper treatment. - ORAL SCALING - RESTORATIVE PROCEDURE - SURGICAL PROCEDURE - REFERRAL TO MEDICAL OR TO OTHER HOSPITAL d. Counseling	NONE NONE NONE NONE	1-2 minutes 1-2 minutes DEPENDS ON THE TREATMENT 15 minutes 15 minutes 20-25 minutes 5 minutes	MARY JEAN BASCO Dental Aide MARY JEAN BASCO Dental Aide MA. ASUNCION TACCAD Dentist MA. ASUNCION TACCAD Dentist
2. Pharmacy department	e. prescription to be evaluated and pricing.	Depends on the prescription	2-5 minutes	MARIA LAURENCE S. TAMAYO (Pharmacist) Or Pharmacist on Duty/Pharmacy Aide.
3. Cashier	f. for payment.	Depends on the prescription	2-3 minutes	AIDA I. TURQUEZA Cashier
4. Pharmacy department	g. for dispensing of medicines and further instructions.	NONE	1-2 minutes	MARIA LAURENCE S. TAMAYO (Pharmacist) Or Pharmacist on Duty/Pharmacy Aide.

TOTAL:	Depends on the prescription given	Depends on the treatment to be done	
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3. DIETARY DEPARTMENT

Description of the Service:

Office or Divisions:	SAN ANTONIO CITY OF ILAGAN HOSPITAL
Classification:	SIMPLE
Type of Transactions:	G2C- GOVERNMENT TO CLIENT
Who may avail:	CLIENTS OR ADMITTED PATIENTS

CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives order from the resident on duty	1. Receiving of the diet list from the unit.	NONE	1 minute	JOHN HARVI MIRANDA Nutrition and Dietetics
	2. Implementation of diet list.	NONE	10-30 minutes	JOHN HARVI MIRANDA Nutrition and Dietetics
	3. Preparation of patient's meals and nourishment.	NONE	1 hour	Cook on Duty
	4. Dishing out food distribution.	NONE	2-5 minutes	Cook on Duty
TOTAL:		NONE	1 HOUR and 35 MINUTES	
<i>(please use additional sheet/s if necessary)</i>				

4. PHARMACY DEPARTMENT

Description of the Service:

Office or Divisions:	SAN ANTONIO CITY OF ILAGAN HOSPITAL
Classification:	SIMPLE
Type of Transactions:	G2C- GOVERNMENT TO CLIENT
Who may avail:	ADMITTED PATIENTS

CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PRESCRIPTIONS OF MEDICINE		RESIDENT DOCTOR ON DUTY		

1. Pharmacy Department with the Medicine Prescription.	a. check the completeness of the prescription. Indicating the name of patient, age, sex, date, dr. signature	NONE	1-2 minutes	MARIA LAURENCE S. TAMAYO (Pharmacist) Or Pharmacist on Duty/Pharmacy Aide.
	b. Medicines dispensed and endorsed to Nurse on duty.	NONE	1-3 minutes	MARIA LAURENCE S. TAMAYO (Pharmacist) Or Pharmacist on Duty/Pharmacy Aide.
	c. Prescription is filed and recorded for inventory and billing purposes.	NONE	2-5 minutes	MARIA LAURENCE S. TAMAYO (Pharmacist) Or Pharmacist on Duty/Pharmacy Aide.
TOTAL:		NONE	10 MINUTES	
<i>(please use additional sheet/s if necessary)</i>				

5. LABORATORY DEPARTMENT

Description of the Service:

Office or Divisions:	SAN ANTONIO CITY OF ILAGAN HOSPITAL
Classification:	SIMPLE
Type of Transactions:	G2C- GOVERNMENT TO CLIENT
Who may avail:	CLIENTS OR OUT-PATIENTS

CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
LABORATORY REQUEST OFFICIAL RECEIPT		RESIDENT ON DUTY CASHIER		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives laboratory request forms from Out-Patient Department	1. Check completeness of the laboratory request forms indicating the name of the patient, age, sex, date, request and signature of the requesting physician	None	2-5 minutes	KATRINA G. NICOLAS, RMT or Medical Technologist on Duty
2. Cashier / Billing Department for payment	2. Indicate the price of each test on the request form	Depends on the Laboratory request		
3. Receives laboratory request form from the patient	3. Patient should settle at the cashier / billing department			AIDA TURQUEZA or Cashier on Duty
4. Extraction and/or obtaining of sample	4. Check the OR number.	150.00		
5. Processing of samples	5. Prepare laboratory working sheets indicating the Name of the patient,	100.00 150.00	2-5 minutes	KATRINA G. NICOLAS, RMT or Medical Technologist on Duty

	age, sex, birthday, Name of the doctor, and OR number	100.00		
	Perform venipuncture for blood tests	450.00		
		600.00		
	Patient will collect urine or fecal sample depending on the request	1200.00	2-5 minutes	Katrina G. Nicolas, RMT or Medical Technologist on Duty
		150.00		
	Perform the indicated tests as requested by the Physician.	150.00	2-5 minutes	Katrina G. Nicolas, RMT or Medical Technologist on Duty
		150.00		
	A. COMPLETE BLOOD COUNT (CBC)	150.00		
	B. URINALYSIS	150.00	45 minutes	
	C. PREGNANCY TEST	150.00	45 minutes	
	D. FECALYSIS	Free	30 minutes	
	E. TYPHIDOT	Free	45 minutes	
	F. DENGUE NS1	1800.00	45 minutes	
	G. DENGUE DUO		45 minutes	
	H. FASTING BLOOD SUGAR (FBS)	NONE	45 minutes	
	I. CHOLESTEROL		3 hours	
	J. TRIGLYCERIDES		3 hours	
	K. CREATININE		3 hours	
	L. BUN		3 hours	
	M. URIC ACID		3 hours	
	N. MALARIAL SMEAR	NONE	3 hours	
	O. SPUTUM AFB		3 hours	
	P. NEWBORN SCREENING		3 hours	
			1 month	
6. Preparing the result	1. Double check all data		5-10 minutes	KATRINA G. NICOLAS, RMT or Medical Technologist on Duty
	2. Type result		1 minute	
	3. Save to OPD result per month		2-5 minutes	
	4. Affix signature of the Medical Technologist who performed the test		2-5 minutes	KATRINA G. NICOLAS, RMT or Medical Technologist on Duty
7. Forwarding of Result	Result will be given to patient			

	TOTAL:	Amount varies depending on the laboratory test requested by the resident on duty	Time varies on the laboratory tests requested by the resident on duty.
<i>(please use additional sheet/s if necessary)</i>			

6. NURSING DEPARTMENT

Description of the Service:

Office or Divisions:	SAN ANTONIO CITY OF ILAGAN HOSPITAL
Classification:	SIMPLE
Type of Transactions:	G2C- GOVERNMENT TO CLIENT
Who may avail:	OUT PATIENT

CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
PATIENT'S RECORD		RECORDS SECTION		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration a. New patient	a. Interviews and take medical history	NONE	2-5 minutes	Nurse on duty, Midwife on duty, Records officer.
b. Re-visit Patient	b. Retrieves medical records on file	NONE	2-5 minutes	Nurse on duty, Midwife on duty.
2. OPD section	c. take vital signs and subjective complaints.	NONE	2-5 minutes	Nurse on duty, Midwife on duty.
3. consultation	d. Take history, examine, diagnose and treat patient's	NONE	Depends on patient's case	Doctor on duty
4. laboratory department	e. Perform the requested laboratory	Depends on the laboratory test being made	Depends on patients medication	Medical Technologist on duty
5. Pharmacy department	f. Prices of medicine will be written to the prescription	Depends on patient's medication	2-5 minutes	Pharmacist on duty
6. Cashier department	g. Cashier personnel receives the	Depends on patient's bill	2-5 minutes	Cashier on duty
7. Pharmacy department		Depends on the patient's medication		Pharmacist on duty

	payment and issues official receipt			
	h. Dispense medicines			
TOTAL:		Depends on the patient's medication	Depends on patient's case	
<i>(please use additional sheet/s if necessary)</i>				
7. SOCIAL SERVICE DEPARTMENT				
Description of the Service:				
Office or Divisions:	SAN ANTONIO CITY OF ILAGAN HOSPITAL			
Classification:	SIMPLE			
Type of Transactions:	G2C- GOVERNMENT TO CLIENT			
Who may avail:	PATIENTS OR CLIENTS (ADMITTED PATIENT INDIGENT)			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
HOSPITAL BILL CERTIFICATE OF INDIGENCY		SACIH (BILLING DEPARTMENT) BARANGAY RESIDENCY		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
When client recieved the hospital bill.	1. Receive hospital bill and assess the client.		2 – 5 minutes	MARK SANTOS Social Welfare Officer
	2. Verify on data if client is under the indigent list. If yes, grant discount; if not, assess and provide proper discount.		2 minutes	AIDA TURQUEZA Cashier or Cashier Staff on duty
	3. Sign voucher for discount.		2 – 5 minutes	MARK SANTOS Social Welfare Officer
	4. Release the bill to be paid at the cashier		2 minutes	AIDA TURQUEZA Cashier or Cashier Staff on duty
	1. Receive hospital bill and assess the client. 2. Grant the discount and sign voucher Release the bill and pay to the cashier.	GIVE 20 – 30 % DISCOUNT FOR BILL		MARK SANTOS Social Welfare Officer MARK SANTOS Social Welfare Officer
TOTAL:		Depends on computation	8-14 MINUTES	
<i>(please use additional sheet/s if necessary)</i>				

8. MEDICAL RECORDS DEPARTMENT				
Description of the Service:				
Office or Divisions:	SAN ANTONIO CITY OF ILAGAN HOSPITAL			
Classification:	SIMPLE			
Type of Transactions:	G2C- GOVERNMENT TO CLIENT			
Who may avail:	PATIENTS OR CLIENTS (Preparation of Birth Certificate)			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
MARRIED MARRIAGE CONTRACT NOT-MARRIED BIRTH CERTIFICATE (MOTHER AND FATHER) CEDULA (MOTHER AND FATHER) WITH THERE PRESENT @ CIVIL REGISTRY OFFICE SINGLE PARENT BIRTH CERTIFICATE (MOTHER) CEDULA WITH HER PRESENT @ CIVIL REGISTRY OFFICE		IF NOT AVAILABLE, GET A COPY AT CIVIL REGISTRAR'S OFFICE IF NOT AVAILABLE, GET A COPY AT CIVIL REGISTRAR'S OFFICE AT CITY HALL – CASHIER'S DEPARTMENT IF NOT AVAILABLE, GET A COPY AT CIVIL REGISTRAR'S OFFICE AT CITY HALL – CASHIER'S DEPARTMENT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills up draft form and gives all the requirements needed Signs blank official birth certificate form.	1. Fills up draft form.	NONE	3 - 5 minutes	PARENT'S
	2. Interviews parent and verifies data.		2-5 minutes	NURSE ON DUTY
	3. Signs blank official birth certificate form.		3 minutes	NURSE ON DUTY AND PARENTS
	4. Forwards draft form and the official form to the MRS			Ronick T. Aggabao, RN <i>Records Officer I</i>
	5. Type data into the official (4 copies) and forwards it to the Ward Nurse.		2 minutes	Ronick T. Aggabao, RN <i>Records Officer I</i> Staff on duty
	6. Checks the official birth certificate and forwards it to the attending physician.		5 – 10 minutes	Ronick T. Aggabao, RN <i>Records Officer I</i> Staff on duty
	7. Signs Birth Certificate and returns it to the MRS.			Doctor On Duty
	8. Prepares list of Birth Certificates and letters of transmittal to the Local Civil Registrar and forwards them to the			Ronick T. Aggabao, RN <i>Records Officer I</i> Staff on duty

	<p>Medical Records Head</p> <p>9. Signs transmittal letter and returns it to the Medical Records clerk.</p> <p>10. Forwards birth certificates and transmittal letter to the Local Civil Registrar.</p> <p>11. Files copy of list of birth certificates and Transmittal letter</p> <p>12. Upon receipt of registered birth certificates, files a copy in the patient's medical record.</p>			<p>Ronick T. Aggabao, RN <i>Records Officer / Staff on duty</i></p> <p>Ronick T. Aggabao, RN <i>Records Officer / Staff on duty</i></p> <p>Ronick T. Aggabao, RN <i>Records Officer / Staff on duty</i></p> <p>Ronick T. Aggabao, RN <i>Records Officer / Staff on duty</i></p>
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TOTAL:	NONE	16-26 MINUTES	
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(please use additional sheet/s if necessary)

9. RADIOLOGY DEPARTMENT
Description of the Service:

Office or Divisions:	SAN ANTONIO CITY OF ILAGAN HOSPITAL
Classification:	SIMPLE
Type of Transactions:	G2C- GOVERNMENT TO CLIENT
Who may avail:	CLIENTS OR OUT-PATIENTS

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
X RAY REQUEST FORM OFFICIAL RECEIPT	RESIDENT ON DUTY CASHIER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives x- ray request forms from Out-Patient Department	a. Will check the completeness of the request form: Patient's pertinent data; clinical impression/history; requesting MD and Service	None	1-2 minutes	ROBERT S. GAMA JR., RRT or RadTech on duty
2. Cashier / Billing Department for payment	b. Proceed to the cashier for payments of the request procedure	Depends on X-ray Examination	3-5 minutes	AIDA I. TURQUEZA or Cashier on duty
3. Process to assigned x-ray room	c. Verifies patient name procedure to be done and explains instruction clients change clothes to patient gown.	None	1-2 minutes	ROBERT S. GAMA JR., RRT or RadTech on duty
4. Receives x-ray	d. Performs X-ray	None	15-20 minutes	ROBERT S. GAMA JR.,

request form from the patient	Procedure Technically difficult cases will take longer procedure			RRT or RadTech on duty
5. Waiting area	e. Process the radiographs by running them through the automatic processor.	None	1-3 minutes	ROBERT S. GAMA JR., RRT or RadTech on duty
	f. Quality of radiographs are checked and accepted	None	1-3 minutes	Robert S. Gama Jr., RRT or RadTech on duty
	g. Interpretation / Official reading of Radiographs	None	10 minutes	MA. CLARITA NAVARRO-MIRANDA,MD
6. Releasing of results	h. Release of official report is usually given several minutes after the procedure, or depending on the discretion of the radiologist.	None	1-3 minutes	ROBERT S. GAMA JR., RRT or RadTech on
7. Present claims slip or authorization letter with ID	i. Receiving of official results/film is given to patient or relatives and will sign in receiving logbook.	None	1-3 minutes	ROBERT S. GAMA JR., RRT or RadTech on duty

TOTAL: Depending on the x-ray examination 45 minutes

(please use additional sheet/s if necessary)

11. BILLING AND CASHIER DEPARTMENT

Description of the Service:

Office or Divisions: SAN ANTONIO CITY OF ILAGAN HOSPITAL

Classification: SIMPLE

Type of Transactions: G2C- GOVERNMENT TO CLIENT

Who may avail: CLIENTS OR IN-PATIENTS

CHECKLIST OF REQUIRMENTS

WHERE TO SECURE

**CLEARANCE CERTIFICATION AND SERVICE WARD RECORD
MEMBERSHIP DATA RECORD**

**RESIDENT ON DUTY
CASHIER**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Cashier Department	1. Receives Clearance Certificate and Service ward Records to subject others with signature of pharmacy, Laboratory and Dietary Department.	NONE	1 minute	AIDA I. TURQUEZA Cashier or Cashier Staff on duty
	2. Computation of hospital bill.	NONE	3 minutes	MA. CONSOLACION BEYER Billing or Billing Staff on Duty

	3. If Phil health Member, proceed to Phil health clerk for processing, then proceed to cashier.	NONE	3 minutes	JAYSON BAYSAC Philhealth or Philhealth Staff on duty
	4. If indigent proceed to DSWD for availment of discount, then proceed to cashier.	NONE	3 minutes	MARK JOSEPH SANTOS Social Service Worker
	5. Payment of Hospital Bill; if Phil health member, No Charge will be collected, receive clearance only)	DEPENDS ON COMPUTATION	4 minutes	AIDA I. TURQUEZA Cashier or Cashier Staff on duty
TOTAL:		Depends on the Computation	12-15 minutes	
<i>(please use additional sheet/s if necessary)</i>				
11. CASHIER DEPARTMENT				
Description of the Service:				
Office or Divisions:	SAN ANTONIO CITY OF ILAGAN HOSPITAL			
Classification:	SIMPLE			
Type of Transactions:	G2C- GOVERNMENT TO CLIENT			
Who may avail:	CLIENTS OR OUT-PATIENTS			
CHECKLIST OF REQUIRMENTS			WHERE TO SECURE	
PRESCRIPTION OF LABORATORY REQUEST CERTIFICATION OF INDIGENT OR SENIOR CITIZEN ID			OPD DEPARTMENT	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Cashier Department	1. Receives Doctor's prescription both from pharmacy for Medicines, Laboratory and Dental with amount to be paid.	Depends on medicines and laboratory request	1 minute	AIDA I. TURQUEZA Cashier or Cashier Staff on duty
	2. If indigent or Senior Citizen, proceed to DSWD to avail discounts. Then, proceed to cashier for payment.	NONE	2 minutes	MARK JOSEPH SANTOS Social Service Worker
TOTAL:		Depends on the Computation	3 minutes	

CITY GOVERNMENT OF ILAGAN
City Human Resource Management Office



1. Evaluation of documents for job applicants in the Local Government Unit, City of Ilagan.

Description of the Service: Documents are evaluated to affirm the validity of information of job applicants

Office or Divisions:	City Human Resource Management Office
Classification:	Simple
Type of Transactions:	Government to Client
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Letter, Personal Data Sheet Clearances : Barangay Clearance Police Clearance, Mayor's Clearance, NBI Clearance Court Clearances (RTC & MTC) Authenticated Eligibility Transcript of Records Medical Certificate Birth Certificate, Marriage Contract (if applicable) Baptismal Certificate	Applicant Barangay Hall PNP BPLO RTC & MTC PRC School City Health Office I & City Health Office II, San Antonio City Hospital City Civil Registrar's Office & Philippine Statistics Authority Church

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete required documents for verification, evaluation & shall undergo preliminary interview & assessment.	Verify & evaluate submitted requirements & make preliminary interview & assessment of the job applicants.	None	30 Minutes	Encarnacion V. Bravo City Human Res. Mngt. Officer
2. Wait for notification if shortlisted & qualified for written examination.	Issue notice to job applicant that he is one among the shortlisted applicant & qualified for written examination.	None	30 Minutes	Encarnacion V. Bravo City Human Res. Mngt. Officer
3. Wait for notification if selected/ hired for final deliberation and assessment.	Issue notice to selected/ hired job applicant for final deliberation & assessment.	None	2 days	Encarnacion V. Bravo City Human Res. Mngt. Officer
TOTAL:			2 days & 1 hour	

(please use additional sheet/s if necessary)

2. Processing of Appointments

Description of the Service: Appointments is prepared and issued to newly appointed and promoted employee.

Office or Divisions:	City Human Resource Management Office
Classification:	Complex
Type of Transactions:	Government to Client
Who may avail:	All

CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Forms/ Documents to Accomplish (PDS/ WES, CSC Medical Certificate, SALN		City Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure required forms documents to accomplish & submit the same to CHRMO.	Receive the accomplished forms/documents & check the completeness.	None	15 minutes	Encarnacion V. Bravo City Human Res. Mngt. Officer
2. Secure signature of Department Head as to duties & functions of the position (PDF), appropriation & availability of funds.	Prepare the PDF from of the employee for Department Head signature & certification as to appropriation & availability of funds.	None	1 day	Encarnacion V. Bravo City Human Res. Mngt. Officer Norie M. Liban HRMO III Department Head concerned Ramelon M. Macutay City Accountant
3. Seek approval of appointment paper from the appointing authority.	Prepare the appointment paper of the appointee.	None	30 minutes	Encarnacion V. Bravo City Human Res. Mngt. Officer
	Forwarded the appointment paper to City Mayor or Vice-Mayor for signature	None	5 days	Norie M. Liban HRMO III Encarnacion V. Bravo City Human Res. Mngt. Officer Hon. Josemarie L. Diaz, DMD., MBA Hon. Kiryll S. Bella City Vice-Mayor
4. Return to CHRMO for the release of appointment papers approved	Forwarded the appointment paper to CSC field for approval Final approval	None	10 days	Encarnacion V. Bravo City Human Res. Mngt. Officer CSC Isabela Field Office
	Inform the appointee for the release of appointment papers upon approval	None	1 day	Encarnacion V. Bravo City Human Res. Mngt. Officer
TOTAL:			17 days & 45 minutes	

3. LEAVE APPLICATION FORM

Description of the Service: The leave applicants are issued to employees needing this document to support his/her applied vacation, sick and other types of leave.

Office or Divisions:	City Human Resource Management Office
Classification:	Simple
Type of Transactions:	Government to Government
Who may avail:	Employees

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
Leave Application Form Vacation Leave	City Human Resource Management Office
Sick Leave (Medical Certificate for more than 5 days)	City Health Office – RHU I & City Health Office – RHU II San Antonio City Hospital

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Application Leave Form (2 copies)	Give Application Leave Form.	None	2 minutes	Grace V. Lugo Administrative Aide I Arlene A. Pachon Messenger
2. Submit the accomplished Application Leave Form.	Receive the Application Leave Form for computation of leave credits.	None	5 minutes	Norie M. Liban HRMO III Narice Bernadette V. Bravo Admin. Officer II Grace V. Lugo Administrative Aide I Arlene A. Pachon Messenger
3. Secure approval of leave applied	Record & posting of leave applied in the employees leave card.	None	5 minutes	Norie M. Liban HRMO III Narice Bernadette V. Bravo Admin. Officer II Grace V. Lugo Administrative Aide I Arlene A. Pachon Messenger Angelo Arnel Jay Larugal Administrative Aide
4. Submit the approved leave	Receive the approved leave for filling & reference	None	5 minutes	Narice Bernadette V. Bravo Admin. Officer II Grace V. Lugo Administrative Aide I
TOTAL:			17 minutes	

(please use additional sheet/s if necessary)

4. Service Record, Certifications, Travel Order

Description of the Service: Service Record & certifications is issued to employees needing this document to certify the employment status & affirm the official business/ whereabouts of an employee

Office or Divisions:	City Human Resource Management Office
Classification:	Simple
Type of Transactions:	Government to Government
Who may avail:	Employees

CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Request Letter Travel Order		Client/ employee City Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Service Record, Certifications or Travel Order	Prepare the Service Record, Certifications or Travel Order	None	10 minutes	Norie M. Liban HRMO III Narice Bernadette V. Bravo Admin. Officer II Grace V. Lugo Administrative Aide I Arlene A. Pacho Messenger
2. Get the Service Records, Certification or Travel Order	Release of Service Records, Certifications or Travel Order	None	10 minutes	Norie M. Liban HRMO III Narice Bernadette V. Bravo Admin. Officer II Grace V. Lugo Administrative Aide I Arlene A. Pacho Messenger
TOTAL:			20 minutes	

CITY GOVERNMENT OF ILAGAN
Office of the City Budget



1. Processing of Obligation Request (ObR)

Description of Service: The Obligation Request (ObR) is issued to certify the existence of available appropriation

Office or Divisions:	CITY BUDGET OFFICE
Classification:	SIMPLE
Type of Transactions:	G2C, G2B, G2G
Who may avail:	All

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ●Purchase Request (PR) ●Purchase Order (PO) ●Voucher ●Travel Order ●Appendix A & B ●City Payroll ●Program of Work ●Obligation Request (ObR) 	General Services Office (GSO) General Services Office (GSO) City Accounting Office City Human Resource Management Office (CHRMO) General Services Office (GSO) General Services Office (GSO) City Engineering Office City Budget Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents with signature to assigned employee	1)Checking of required documents	none	2 minutes	CRISELDA S. BALISI <i>Supervising Admin. Officer (Budget Officer IV)</i> Sangguniang Panlungsod, 20% EDF, 5% CDRRMF, LSB, Library & Museum and Sports
2. Secure/request for Obligation Request (ObR) for signature of the requesting Head of the requesting department	2) Preparation of Obligation Request (ObR)	none	3 minutes	RONALDO Q. RAMOS <i>Supervising Admin. Officer (Budget Officer IV)</i> BPLO, Administrator's Office, CGSO, Budget, Accounting, Treasury, San Antonio Hospital, Economic Enterprise, Central Terminal, PNP, COA, CTC and DILG
	Recording of Obligation Request (ObR) duly signed by the Head of the requesting department	none	5 minutes	FRANCILETTE T. YADAO <i>Administrative Officer V (Fiscal Examiner III)</i> CHRMO, Registrar's Office, Assessor's Office, OSCA, Tourism Office, Ilagan Sanctuary, Prosecutor's Office and Dep. Ed.
				MERLA L. DE LEON <i>Administrative Officer V</i> CPDO, CENRO, Engineering's Office, BFP, BJMP and COMELEC

<p>3. Receive the signed Obligation Request (ObR) in the Record Book</p>	<p>Log the recorded Obligation Request (ObR) to the record book</p> <p>Signature of the City Budget Officer</p> <p>3) Give the record book to the client</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>2 minutes</p> <p>3 minutes</p>	<p>MARIE A. ABAD <i>Data Controller III</i> Legal Office, Population Office and Cooperatives Office</p> <p>ELVIN N. RIVERO <i>Bookbinder III</i> RHU I, RHU II, CSWDO and Agriculture Office</p> <p>ROCIELENE C. SALVADOR <i>Bookbinder III</i> Mayor's Office, PDAO, CDRRMO</p> <p>MELANIE A. NICOLAS <i>Bookbinder II</i> City Architect, SOCO, NBI</p> <p>ELVIN N. RIVERO <i>Bookbinder III</i></p> <p>MERCEDES P. YADAO, CPA <i>City Budget Officer</i></p> <p>ELVIN N. RIVERO <i>Bookbinder III</i></p>
TOTAL:			20 minutes	
<i>(please use additional sheet/s if necessary)</i>				
<p>2. Barangay Budget Review</p> <p>Description of Service: Provide technical assistance to the local officials through proper budgeting to support the programs and projects of the City Government</p>				
Office or Divisions:	CITY BUDGET OFFICE			
Classification:	HIGHLY TECHNICAL TRANSACTION			
Type of Transactions:	G2G			
Who may avail:	BARANGAY			
CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE			
<ul style="list-style-type: none"> • Transmittal • Appropriation Ordinance • Plantilla of Personnel • GAD Plan & Budget • 5% BDRRM Plan • ABYIP • BCPC • BPOPS • 20% Development Plan • Program of Work • Local Budget Forms 	<ul style="list-style-type: none"> Barangay Barangay Barangay Barangay Barangay Barangay Barangay Barangay Barangay City Planning & Development Office City Engineering Office City Budget Office 			

• Income		City Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure required budget forms	•Provide technical assistance to barangays on budgeting matters	None	30 minutes	Marlene M. Junio <i>Supervising Admin Officer (Budget Officer IV)</i>
	•Budget Review -Annual Budget -Supplemental Budget -Realignment	None	1 hour & 30 minutes	Rosana M. Rivero <i>Admin. Officer IV</i>
	•Preparation of endorsement letter to Sangguniang Panlungsod	None	5 minutes	Marie A. Abad <i>Data Controller III</i>
	•Signature of the City Budget Officer	None	1 minute	Mercedes P. Yadao, CPA <i>City Budget Officer</i>
	•Transmittal to Sangguniang Panlungsod for approval	None	10 minutes	Marie A. Abad <i>Data Controller III</i>
TOTAL:			2 hours & 16 minutes	



CITY GOVERNMENT OF ILAGAN
Office of the City Agriculturist



1. Provision of Technical Assistance on Crop Production Technology Updates on Rice & Corn

Description of the Service: Farmer Class and Technical Briefing on rice and corn are conducted in the barangay to enhance farmers knowledge and skills.

Office or Divisions:	OFFICE OF THE CITY AGRICULTURIST
Classification:	HIGHLY TECHNICAL TRANSACTION
Type of Transactions:	G2G
Who may avail:	BARANGAY

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
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Farmers request for schedule	City Agriculture Office
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office	Give the Logbook to the Client	None	2 minutes	MARILYN MARTIN Reproduction Machine Operator I
2. Request Technical Briefing/Farmers Class on rice and corn	Endorse to technical staff concern, discuss client concern	None	5 MINUTES	MOISES C. ALAMO City Agriculturist JENITA Z. FERNANDEZ Supervising Agriculturist/Corn Coordinator ENGR. MARY ROSE DOMINGO Agricultural Technologist
3. Schedule Technical Briefing/Farmers Class on rice and corn	Conduct Farmers Class/Technical Briefing on rice and corn	None	3 hours	JENITA Z. FERNANDEZ Supervising Agriculturist/Corn Coordinator ENGR. MARY ROSE DOMINGO Agricultural Technologist
TOTAL:			3 hours & 7 minutes	

(please uses additional sheet/s if necessary)

2. INTEGRATED PEST MANAGEMENT

Description of the Service: Integrated Pest Management is an ecological – based strategy in the management and prevention of pest and conserve beneficial predators and parasites.

Office or Divisions:	CITY AGRICULTURE OFFICE
Classification:	SIMPLE
Type of Transactions:	G2C (GOVERNMENT TO CLIENT)
Who may avail:	FARMERS

CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Farmers request for schedule		City Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office	Give the logbook to the client	NONE	2 minutes	MARILYN MARTIN Reproduction Machine Operator I
2. Request of recommendation for field validation	Endorse to technical staff concern and discuss client's concern and conduct field validation to assess and recommend appropriate action	NONE	1 HOUR	MOISES C. ALAMO City Agriculturist JENITA Z. FERNANDEZ Supervising Agriculturist/Corn Coordinator LILLIAN A. BAYANI Agriculturist II ARACELI T. ASIS Agricultural Technologist
TOTAL:			1 hour & 2 minutes	
<i>(please use additional sheet/s if necessary)</i>				
3. SOIL SAMPLING AND ANALYSIS				
Description of the Service: Collection of soil samples for analysis to determine the fertilizer recommendation to be applied				
Office or Divisions:		CITY AGRICULTURE OFFICE		
Classification:		COMPLEX		
Type of Transactions:		G2C (GOVERNMENT TO CLIENT)		
Who may avail:		FARMERS		
CHECKLIST		WHERE TO SECURE		
SOIL (1 KL)		LAND OWNER		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office	Give the Logbook to the Client	None	2 minutes	1. Sign in the client log book in the office
2. Request Soil sampling for rice and corn area and collect and submit to soils laboratory	Endorse to technical staff concern, discuss client concern Conduct and demonstrate to client the proper way to collect soil sample	None	10 minutes	2. Request Soil sampling for rice and corn area and collect and submit to soils laboratory
	Endorse and collect soil sample to soil laboratory for analysis	None	6 days	

TOTAL:		6 days & 12 minutes	
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4. PEST AND DISEASES OUTBREAK CONTROL

Description of the Service: Pest and diseases control measures on rice and corn will be validated as to the extent of nature damage and give proper recommendation.

Office or Divisions:	CITY AGRICULTURE OFFICE
Classification:	SIMPLE
Type of Transactions:	G2C (GOVERNMENT TO CLIENT)
Who may avail:	FARMERS

CHECKLIST		WHERE TO SECURE		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office	Give the logbook to the client	None	2 minutes	MARILYN MARTIN Reproduction Machine Operator I
2. Request for recommendation for field validation	Endorse to technical staff concern and discuss client's concern and conduct field validation to assess extent of damage if necessary	None	1 hour	MOISES C. ALAMO City Agriculturist JENITA Z. FERNANDEZ Supervising Agriculturist/ Corn Coordinator JULIA A. MAGAOAY Agriculturist II LILLIAN A. BAYANI Agriculturist II ARACELI T. ASIS Agricultural Technologist
TOTAL:			1 hour & 2 minutes	

(please use additional sheet/s if necessary)

**5. ANIMAL HEALTH SERVICES
ANIMAL VACCINATION PROGRAM**

Description of the Service: Vaccination of Large Animals against Hemorrhagic Septicemia and Rabies on Dogs conducted in 91 Barangays to prevent and control the occurrence of animal diseases

Office or Divisions:	CITY AGRICULTURE OFFICE
Classification:	SIMPLE
Type of Transactions:	G2C (GOVERNMENT TO CLIENT)
Who may avail:	LIVESTOCK RAISER AND DOG OWNERS

CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
HEMOSEPT VACCINE AND RABIES VACCINE		Provincial Veterinary Office and City Agriculture Office		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office	Give the Logbook to the Client	None	2 minutes	MARILYN MARTIN Reproduction Machine Operator I
2. Request for schedule hemosept vaccination on large animals and rabies vaccination for dogs	Endorse to technical staff concern, discuss client concern	None	5 minutes	MOISES C. ALAMO City Agriculturist
	Conduct vaccination on large animals and dogs	None	1 hour	ZOSIMA V. CADATAL Supervising Agriculturist/Livestock Coordinator
TOTAL:			1 hour & 7 minutes	

(please use additional sheet/s if necessary)

6. DIAGNOSIS AND TREATMENT OF SICK ANIMALS

Description of the Service: Sick animals are being diagnose and give proper treatment

Office or Divisions:	CITY AGRICULTURE OFFICE
Classification:	SIMPLE
Type of Transactions:	G2C (GOVERNMENT TO CLIENT)
Who may avail:	LIVESTOCK RAISER

CHEKCLIST OF REQUIRMENTS

WHERE TO SECURE

ANTI BIOTICS FOR TREATMENT VETERINARY SUPPLIES	VETERINARY DRUG AND SUPPLIES
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office	Give the logbook to the client	None	2 minutes	MARILYN MARTIN Reproduction Machine Operator I
2. Request for diagnosis and treatment	Endorse to technical staff concern, discuss client concern and give recommendation	None	5 minutes	MOISES C. ALAMO City Agriculturist
3. Purchase for antibiotic needed for treatment	Diagnose and conduct treatment	None	1 hour	ZOSIMA V. CADATAL Supervising Agriculturist/ Livestock Inspector
TOTAL			1 hour & 7 minutes	

(please use additional sheet/s if necessary)

7. DEWORMING OF LARGE AND SMALL RUMINANTS

Description of the Service: Deworming of Large and Small Ruminants to eliminate the occurrence of Liver fluke and other internal parasites

Office or Divisions: CITY AGRICULTURE OFFICE

Classification: SIMPLE

Type of Transactions: G2C (GOVERNMENT TO CLIENT)

Who may avail: LIVESTOCK RAISER

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

DEWORMER

CITY AGRICULTURE OFFICE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office	Give the Logbook to the Client	None	2 minutes	MARILYN MARTIN Reproduction Machine Operator I
2. Request for deworming of large animals	Endorse to technical staff concern, discuss client concern Schedule deworming on large animals	None	5 minutes	MOISES C. ALAMO City Agriculturist
3. Purchase dewormer	Conduct mass deworming	None	2 hours	ZOSIMA V. CADATAL Supervising Agriculturist/ Livestock Inspector

8. ISSUANCE OF ANIMAL HEALTH INSPECTION CERTIFICATE

Description of the Service: Inspection of animals if healthy and complete documents of the livestock owner before the Issuance of Animal Health Certificate

Office or Divisions: CITY AGRICULTURE OFFICE

Classification: SIMPLE

Type of Transactions: G2C (GOVERNMENT TO CLIENT)

Who may avail: LIVESTOCK RAISER

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

CERTIFICATE OF OWNERSHIP

LIVESTOCK OWNER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office	Give the logbook to the client	None	2 minutes	MARILYN MARTIN Reproduction Machine Optr. I
2. Submit the required documents	Received and verify the documents and check for the completeness	None	3 minutes	MOISES C. ALAMO City Agriculturist ZOSIMA V. CADATAL Supervising Agriculturist
3. Pay the required fees at	Check the Official	150.00	5 minutes	RUBEN S. CALIMAG

the City Treasurer's Office	Receipt			RCC II City Treasurer's Office
4.Return to the City Agriculture Office for the processing of certification	Issuance and releasing of Animal Health Inspection Certificate	None	1 hour	MOISES C. ALAMO City Agriculturist ZOSIMA V. CADATAL Supervising Agriculturist
TOTAL			1 hour & 10 minutes	

**9. PRODUCTION INPUTS
VEGETABLE AND FRUIT TREES SEEDLINGS DISPERSAL PROGRAM**

Description of the Service: Propagation of vegetable and fruit trees seedlings in the City Nursery for Distribution in the different Gulayan sa Paaralan at Gulayan sa barangay.

Office or Divisions:	CITY AGRICULTURE OFFICE
Classification:	SIMPLE
Type of Transactions:	G2C (GOVERNMENT TO CLIENT)
Who may avail:	FARMER

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
REQUEST LETTER		CLIENT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the client log book in the office	Give the Logbook to the Client	None	2 minutes	MARILYN MARTIN Reproduction Machine Operator I
2.Register on the request form of vegetable and fruit trees seedlings	Endorsement for approval	None	5 minutes	MOISES C. ALAMO City Agriculturist
	Accompany client in the City Nursery	None	20 minutes	MAGDALENA F. BUSTARDE Agriculturist II/HVCC Coordinator ELVIRA G. RIVERO Agricultural Technician
TOTAL:			27 minutes	

10. SERVICE NAME: TILAPIA FINGERLINGS DISPERSAL PROGRAM

Description of the Service: Tilapia fingerlings dispersal program are being requested from Bureau of Fisheries and Aquatic Resources (BFAR) to be dispersed to Fisherfolks in the City of Ilagan.

Office or Divisions:	CITY AGRICULTURE OFFICE
Classification:	SIMPLE
Type of Transactions:	G2C (GOVERNMENT TO CLIENT)
Who may avail:	FISHERFOLK

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FISH-R FORM		CITY AGRICULTURE OFFICE		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office	Give the logbook to the client	None	2 minutes	MARILYN MARTIN Rep. Machine Operator I
2. Submit the required documents	Received the required documents and check updated fisherfolk masterlist	None	3 minutes	AINA JOY F. CABANGAN Admin. Aide I/Fishery Technician
3. Request Fingerlings Dispersal	Endorse and submit the request form of fingerlings Dispersal to BFAR Office	None	30 minutes	AINA JOY F. CABANGAN Admin. Aide I/Fishery Technician
TOTAL:			35 minutes	

11. ISSUANCE OF CERTIFICATION ON PRODUCTION LOAN

Description of the Service: Farmers availing production loan in Private Banks requesting for Certificate will be issued if the farmer is included in the updated masterlist.

Office or Divisions: CITY AGRICULTURE OFFICE

Classification: SIMPLE

Type of Transactions: G2C (GOVERNMENT TO CLIENT)

Who may avail: FARMER

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

BARANGAY CERTIFICATION

BARANGAY OFFICE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office	Give the Logbook to the Client	None	2 minutes	MARILYN MARTIN Reproduction Machine Operator I
2. Request for Certification on Production Loan	Verification and preparation of certification based on updated masterlist	None	5 minutes	MARIEJOYCE A. GABRIEL Administrative Aide I
	Release of certification signed by City Agriculturist	None	5 minutes	MOISES C. ALAMO City Agriculturist
TOTAL:			12 minutes	

12. ISSUANCE OF TRANSPORT CERTIFICATION OF FISHERY PRODUCTION

Description of the Service: Inspection of Yellow Eel (Kiwet) and complete documents of the Fisherfolk owner before the Issuance of Transport Certificate Fishery Production

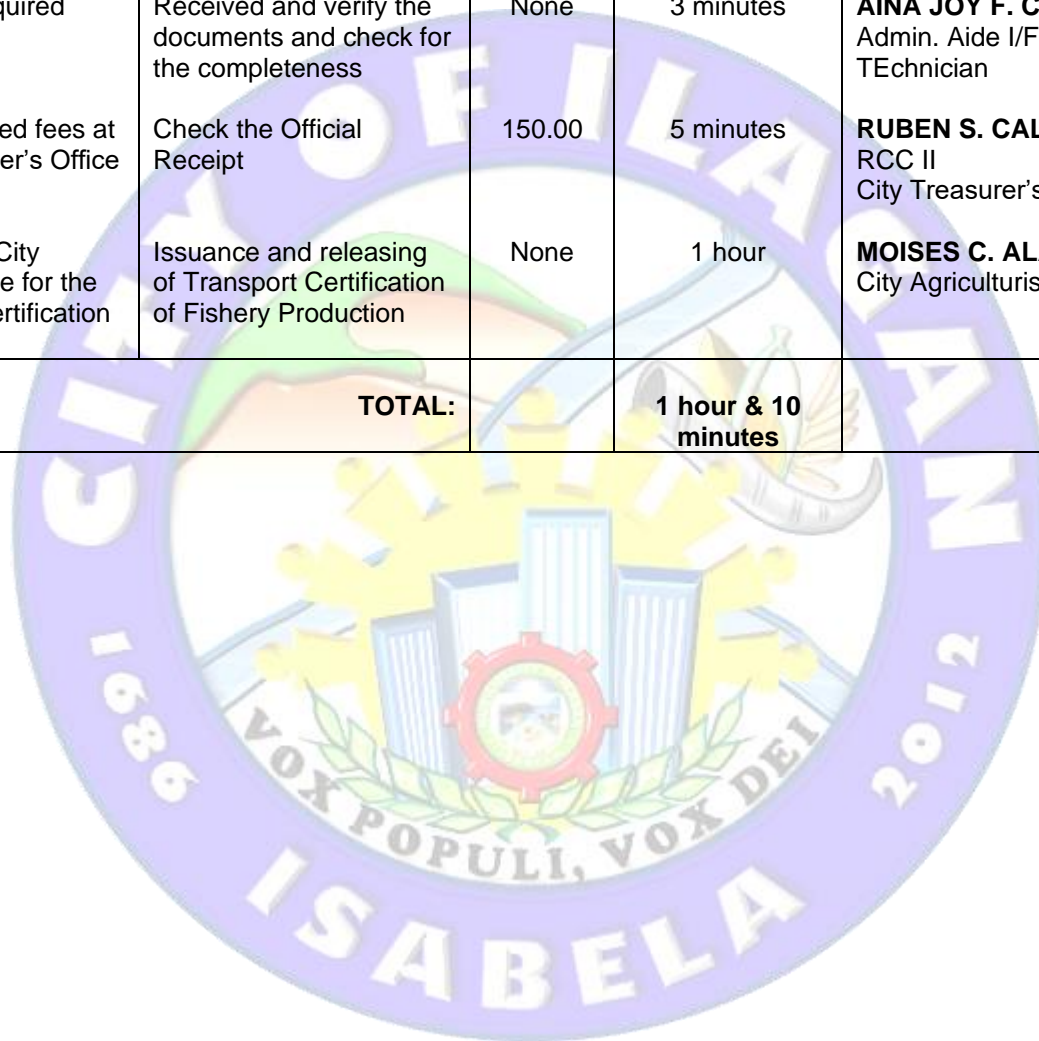
Office or Divisions: CITY AGRICULTURE OFFICE

Classification: SIMPLE

Type of Transactions: G2C (GOVERNMENT TO CLIENT)

Who may avail: FISHERFOLK

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PERMIT TO TRANSPORT		BFAR R02		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office	Give the logbook to the client	None	2 minutes	MARILYN MARTIN Reproduction Machine Operator I
2. Submit the required documents	Received and verify the documents and check for the completeness	None	3 minutes	AINA JOY F. CABANGAN Admin. Aide I/Fishery Technician
3. Pay the required fees at the City Treasurer's Office	Check the Official Receipt	150.00	5 minutes	RUBEN S. CALIMAG RCC II City Treasurer's Office
4. Return to the City Agriculture Office for the processing of certification	Issuance and releasing of Transport Certification of Fishery Production	None	1 hour	MOISES C. ALAMO City Agriculturist
TOTAL:			1 hour & 10 minutes	



Business Permits & Licensing Office



1. ISSUANCE OF BUSINESS PERMIT (NEW BUSINESS/ RENEWAL OF BUSINESS/ SPECIAL LANE)

Business permits are issued by the local government to individuals who conduct business within the government's geographical jurisdiction. It is the authorization to start a business issued by the local government. Business establishments/owners/registrants from the previous year are mandated to renew their licenses annually in order for them to continue with normal course of operations and regularizations of their business. Renewal period is on the first month of calendar year.

Office or Divisions:	BUSINESS PERMITS AND LICENSING OFFICE
Classification:	SIMPLE
Type of Transactions:	G2B
Who may avail:	ALL INDIVIDUALS WHO ARE INTERESTED TO CONDUCT BUSINESS

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> PROOF OF BUSINESS REGISTRATION: DTI (Single Prop)/ SEC (Corporation)/ CDA (Coop.) CONTRACT OF LEASE (if Lessee) BARANGAY CLEARANCE (for business which are not required occupancy permit) 		<ol style="list-style-type: none"> DTI – Negosyo Center, Ground floor, BPLO Office or Jeremy Bldg, National Hi-way, Alibagu, City of Ilagan, Isabela Get contract of lease from your lessor Barangay where place of business established 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. APPLY "Counter #2 FOR NEW, Counter #3 FOR RENEWAL, Counter #5 FOR SPECIAL LANE	VERIFY DOCUMENTS/ASSESS TAXES, FEES AND CHARGES	NONE	13 MINUTES	JO-AN B. RAMOS Administrative Aide I FRELYN JAY P. DOMINGO Administrative Aide I MARC ELAINE M. LAGGUI Supervising Admin. Officer IV
2. PAY	ACCEPTS PAYMENT OF TAXES, FEES AND CHARGES	Based on the computerized Tax Order of Payment issued by the BPLO * 25% penalty & 2% monthly interest will be imposed for late payment/d elinquent	5 MINUTES	RICHARD A. AGTARAP Revenue Collection Clerk III ELISEO G. CLARAVALL Local Treasury Office III
3. CLAIM BUSINESS PERMIT "Counter #4"	ISSUE BUSINESS PERMIT		2 MINUTES	GLENN AGCAOILI (Administrative Aide I)
TOTAL:		NONE	20 minutes	

2. ISSUANCE OF BUSINESS RETIREMENT CERTIFICATE

Business retirement certificate is issued to business registrants who stopped operating their business for various reasons.

Office or Divisions:	BUSINESS PERMITS AND LICENSING OFFICE
Classification:	SIMPLE
Type of Transactions:	G2B
Who may avail:	BUSINESS REGISTRANTS

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. BARANGAY CLEARANCE FOR BUSINESS CLOSURE 2. CEDULA 3. GROSS RECEIPT 4. BUSINESS PERMIT AND BUSINESS PLATE (For surrender) 5. DEATH CERTIFICATE (If the owner is dead) 	<ol style="list-style-type: none"> 1. Barangay where place of business established 2. City Treasurer's Office, City Hall, City of Ilagan, Isabela 3. Declared by the Owner of Business 4. BIR – City Terminal, Alibagu, City of Ilagan, Isabela or BIR-RDO, Naguilian, Isa. 5. Civil Registrar Office on a place of death

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. APPLY (Filing of business retirement at Counter #6 and have notarized accomplished form).	VERIFY DOCUMENTS, ASSESS TAXES, FEES AND CHARGES	NONE	5 MINUTES	FRELYN JAY PADRON Administrative Aide I
2. INSPECTION	ON-SITE INSPECTION	NONE	WITHIN THE DAY	PEDRO A. MALANA, JR. License Inspector II
3. PAY	ACCEPTS PAYMENT OF FEES, TAXES AND OTHER CHARGES/ ISSUE OFFICIAL RECEIPT	Based on the computerized Tax Order of Payment issued by the BPLO	3 MINUTES	RICHARD A. AGTARAP Revenue Collection Clerk III ELISEO G. CLARAVALL Local Treasury Office III
4. CLAIM	ISSUE CERTIFICATE OF RETIREMENT	NONE	5 MINUTES	FRELYN JAY PADRON Administrative Aide I
TOTAL:			Within the day	
<i>(please use additional sheet/s if necessary)</i>				

3. TRICYCLE PERMIT/ FRANCHISE REGISTRATION

Office or Divisions:	BUSINESS PERMITS AND LICENSING OFFICE
Classification:	SIMPLE
Type of Transactions:	G2C
Who may avail:	ALL OPERATORS OF TRICYCLE, JEEPNEYS, VAN, BUS, MINI-BUS ETC. (FOR HIRE)

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
NEWTRICYCLE FRANCHISE REGISTRATION 1. DELIVERY RECEIPT 2. LTO'S O.R./C.R. 3. DEED OF SALE 4. DEED OF MORTGAGE 5. DEED OF DONATION 6. CERTIFICATE OF ASSUMPTION 7. CANCELLATION OF FRANCHISE/CERT. OF NO FRANCHISE9. 8. COMELEC REGISTRATION 9. PROFESSIONAL DRIVER'S LICENSE/ GOVERNMENT ISSUED ID RENEWAL OF TRICYCLE FRANCHISE/ PERMIT AND PUV PERMIT REGISTRATION 1. LTO'S O.R. (FOR HIRE) AND C.R. 2. PROOF OF RESIDENCY 3. PROFESSIONAL DRIVER'S LICENSE 4. VALID I.D.		1. From the store where you purchased your motorcycle 2. Land Transportation Office, Osmena, City of Ilagan, Isabela 3. From seller of your motorcycle unit. 4. From donor of your motorcycle unit 5. From the store where you purchased your motorcycle 6. Land Transportation Office, Osmena, City of Ilagan, Isabela 7. COMELEC Office, City Hall of Ilagan 8. Land Transportation Office, Osmena, City of Ilagan, Isabela 1. Land Transportation Office, Osmena, City of Ilagan, Isabela 2. BARANGAY 3. Land Transportation Office, Osmena, City of Ilagan, Isabela Any Government issued ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. VALIDATION & ENCODING at "Counter A" or "Counter B"	VALIDATE DOCUMENTS, ENCODE INFORMATION, AND ASSESSMENT OF FEES AND CHARGE	NONE	WITHIN THE DAY	ALLAN C. QUITOLA Administrative Aide I
2. PAY	ACCEPTS PAYMENT OF FEES AND CHARGES/ ISSUE OFFICIAL RECEIPT	Based on Tax Order of Payment (TOP) issued by the Transpo Division of the BPLO MOTORIZED TRICYCLE: New Franchise – P3,800.00 Renewal Franchise – P2,550.00 Mayor's Permit – P1,800.00 Outsiders - P2,150.00 *Outsiders are those tricycle registered in the Municipality of Gamu but given authority to ply within the Baligatan Public Market – Gamu only.		HEHERSON SALVADOR Administrative Aide I G. RUBEN S. CALIMAG Revenue Collection Clerk III ALBERT M. MADDARA Revenue Collection Clerk III

<p>RELEASE of stickers & fare matrix, permit, franchise, MTOP plate, at "Counter D"</p> <p>PICTURE TAKING AND RELEASING OF DRIVER'S ID (for tricycle driver/operator only)</p>		<p>PUJ/ PUV – P2,050.00 MINI-BUS - P3,200.00 BUS - P4,200.00 *Arrears not paid are computed per year plus 25% penalty.</p>		<p>SHERWIN M. BALMACEDA Watchman II</p> <p>JOMAR S. DELA CRUZ Administrative Aide I</p>
TOTAL:			Within the day	
<i>(please use additional sheet/s if necessary)</i>				
<p>4. MAYOR'S CLEARANCE/ WORKING PERMIT AVAILMENT</p> <p>Mayor's clearance is a document issued to individual who need the same for foreign/ local employment, firearm license and other legal purposes.</p>				
Office or Divisions:	BUSINESS PERMITS AND LICENSING OFFICE			
Classification:	SIMPLE			
Type of Transactions:	G2C			
Who may avail:	ALL INDIVIDUALS / JOB SEEKERS			
CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
<p>MAYOR'S CLEARANCE/ WORKING PERMIT AVAILMENT</p> <ol style="list-style-type: none"> 1. CEDULA 2. BARANGAY CLEARANCE 3. POLICE CLEARANCE 4. MUNICIPAL TRIAL COURT CLEARANCE 5. REGIONAL TRIAL COURT CLEARANCE 6. WRITTEN PARENT CONSENT (FOR MINOR) 7. YOUTH CENTER/PESO CLEARANCE 8. HEALTH CERTIFICATE (for food handler) 9. OFFICIAL RECEIPT (OCCUPATIONAL FEE, MAYOR'S CLEARANCE FEE, DOCUMENTARY STAMP) 		<ol style="list-style-type: none"> 1. CITY TREASURER'S OFFICE, CITY HALL, CITY OF ILAGAN, ISABELA 2. BARANGAY HALL IN YOUR PLACE OF RESIDENCE 3. POLICE STATION IN YOUR PLACE OF RESIDENCE 4. MTC IN YOUR PLACE OF RESIDENCE 5. RTC IN YOUR PLACE OF RESIDENCE 6. FROM YOUR PARENT/ GUARDIANS 7. YOUTH CENTER BUILDING, CITY OF ILAGAN, ISABELA 8. CITY HEALTH OFFICE, CITY OF ILAGAN, ISABELA 9. CITY TREASURER'S OFFICE, CITY OF ILAGAN, ISABELA 		

ADDITIONAL REQUIREMENTS FOR G.R.O. 10. PINK CARD WITH 1X1 ID PICTURE 11. RESULT OF SEROLOGY 12. RESULT OF DRUG TEST 13. PSA BIRTH CERTIFICATE 14. BIO-DATA WITH 2X2 PICTURES	10. CITY HEALTH OFFICE, CITY OF ILAGAN, ISABELA 11. DIAGNOSTIC CENTERS, CITY OF ILAGAN, ISABELA 12. DRUG TESTING CENTERS, CITY OF ILAGAN, ISABELA 13. PHIL. STATISTICS AUTHORITY, TUGUEGARAO CITY OR ILAGAN CIVIL REGISTRAR'S OFFICE 14. BUY BIODATA FORM IN CENTRO, CITY OF ILAGAN, ISABELA
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PRESENT THE REQUIREMENTS FOR VALIDATION, ENCODING & BILLING AT "Counter F"	VALIDATE REQUIREMENTS/ ENCODE PERSONAL INFORMATION/ ASSESS PAYMENT	NONE	5 MINUTES	PETER PAUL LUGO (Administrative Aide I)
2. PAYMENT at the City Treasury Office	ACCEPTS PAYMENT/ ISSUE OFFICIAL RECEIPT	OCCUPATIONAL FEE 250.00 MAYOR'S CLEARANCE 100.00 DOCUMENTARY STAMP 30.00	5 MINUTES	RUBEN S. CALIMAG Revenue Collection Clerk III ALBERT M. MADDARA Revenue Collection Clerk III
3. RELEASE of mayor's clearance at "Counter F" after digital picture taking	ISSUE MAYOR'S CLEARANCE	NONE	2 MINUTES	PETER PAUL LUGO (Administrative Aide I)
TOTAL:		380.00	12 minutes	
<i>(please use additional sheet/s if necessary)</i>				

Office of the City Civil Registrar



1. Local Verification

Description of the Service: Issuance of local Birth, Marriage and Death Certificates / Certified True Copy.

Office or Divisions:	Civil Registry Office
Classification:	Simple
Type of Transactions:	Government to Client
Who may avail:	Clients

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
Any Valid ID of the owner document. If representative, authorization letter w/ ID from the owner of the document.		From Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up information for Civil Registry documents verification.	Accept information for verification		15 Minutes	Claudine P. Vehemente <i>Bookbinder- I</i>
2. Pay the required fee.	Accept fee by Treasury Office	Certified True Copy fee- <i>P50.00</i>	NOTE: If registered w/in the regular period of 30 days for birth, death & marriage of exceptional character & 15 days for ordinary marriage.	Roselle D. Mangunay <i>Administrative Aide I</i>
		Local Copy <i>P75.00</i> Documentary Stamp- <i>P30.00</i>		Hazel F. Castillo <i>Administrative Aide I</i>
3. Get duly accomplished document from the City Civil Registry Office	Release document		15 Minutes	<i>Manilyn M. Ramos</i> <i>Administrative Aide I</i> Grace S. Maddara <i>Registration Officer III</i>
TOTAL:		P155.00	15 days & 30 minutes	

2. Registration of Birth, Marriage & Death Certificates

Description of the Service: Registration of on-time birth registration from hospitals, clinics and birthing center, Marriages from Church & Civil Weddings and Deaths.

Office or Divisions:	Civil Registry Office
Classification:	Simple
Type of Transactions:	Government to Client
Who may avail:	Clients

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
For Registration of Birth:	City Civil Registry Office,

* Certificate of Live Birth (COLB) For Registration of Marriage * Certificate of Marriage (COM) For Registration of Death * Certificate of Death (COD) Official Receipt	Hospitals and City Health Office I & II City Civil Registry Office Hospital City Treasury Office
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents/information for review/registration *if not married, duly accomplish the Affidavit to use the Surname of the Father/ Sworn Attestation pursuant to the amended IRR of RA 9255	Review submitted documents		5 Minutes	Grace S. Maddara Registration Officer. III Mary Jane Z. Remigio Administrative Aide-IV Claudine P. Vehemente Bookbinder- I
2. Pay the required fee.	Accept fee by Treasury office	Birth & Marriage (none) (Death) Burial Permit- P2.00 (Death) Miscellaneous - P50.00	5 Minutes	Roselle D. Mangunay Administrative Aide- I Manilyn M. Ramos Administrative Aide- I Hazel F. Castillo Administrative Aide- I Syra M. Miguel Administrative Aide III Edzel S. Pascua Administrative Aide-I
3. Wait for the preparation of Civil Registry document.	Prepare Civil Registry document	(Death) Transfer Permit- P200.00	10 Minutes	Ruby Ann Jimenez Administrative Aide-I Twinkle Toralba Administrative Aide-I
4. Go back to City Civil Registry Office & get accomplished document.	Release document		5 Minutes	Danver Albert R. Arzaga City Civil Registrar
TOTAL:		P52.00/ 202.00		
<i>(please use additional sheet/s if necessary)</i>				

3. Application for Out-of-town & Delayed Registration Of Birth, Marriage & Death

Description of the Service: Application for Late Registration (1 month and above)

Office or Divisions:	Civil Registry Office
Classification:	Simple
Type of Transactions:	Government to Client
Who may avail:	Clients

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
<p>For delayed Registration of Birth:</p> <p>a. Philippine Statistics Authority result of registration.</p> <p>b. Any 2 of the following: * Baptismal Cert./ Voter's Registration * Form 137 * NBI Clearance * Medical Record * GSIS/SSS Policy</p> <p>c. Affidavit of two disinterested persons</p> <p>d. Affidavit of the registrant collaborated by two disinterested persons (if the registrant is not the informant)</p> <p>e. Certificate of Live Birth (prepared by hospitals, midwives, nurses or attending physicians, etc.</p> <p>For delayed registration of Marriage:</p> <p>a. Philippine Statistics Authority Negative result of registration.</p> <p>b. Copy of Certificate of Marriage</p> <p>c. Affidavit of husband & wife</p> <p>d. Affidavit of two disinterested persons.</p> <p>e. Wedding pictures, etc.</p> <p>For delayed registration of Death:</p> <p>a. Philippine Statistics Authority Negative result of registration.</p> <p>b. Certificate of Burial Rites from Church.</p> <p>c. Affidavit of two disinterested persons</p> <p>d. Certificate of Death (prepared by hospitals, attending physicians, health officers)</p> <p>e. Pictures</p> <p>Official Receipt</p>		<p>-Philippine Statistics Authority (PSA)</p> <p>-Religious Authorities / COMELEC</p> <p>-Schools</p> <p>-NBI Office</p> <p>-Hospitals / CHOs</p> <p>-GSIS / SSS offices</p> <p>-Public / Private Attorneys Office</p> <p>- Philippine Statistics Authority (PSA)</p> <p>-Civil Registry Office</p> <p>-Public / Private Attorneys Office</p> <p>-Client</p> <p>- Philippine Statistics Authority (PSA)</p> <p>- Religious Authorities</p> <p>-Public / Private Attorneys Office</p> <p>- Hospitals, attending physicians, health officers</p> <p>-Client</p> <p>-City Treasury Office</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for review	Accepts document for review		15 Minutes	Claudine P. Vehemente <i>Bookbinder- I</i>
2. Pay the required fee	Accepts the fee by Treasury Office.	Delayed (20yrs & above) Registration fee: P500.00	5 Minutes 10 days posting	<i>Edzel S. Pascua Administrative Aide I</i>
<i>Come back at the City Civil Registry Office after 10 days posting & processing.</i>	Endorse and release file copy of client.		10 Minutes	<i>Ruby Ann G. Jimenez Administrative Aide I</i>
3. Request for endorsement to Philippine Statistics Office & get personal copy.		Endorsement fee: P180.00		Grace S. Maddara <i>Registration Officer III</i>
				Danver Albert R. Arzaga <i>City Civil Registrar</i>
TOTAL:		P680.00	10 days & 30 minutes	
<i>(please use additional sheet/s if necessary)</i>				

4. Application for Marriage/License

Description of the Service: Application for marriage.

Office or Divisions:	Civil Registry Office
Classification:	Simple
Type of Transactions:	Government to Client
Who may avail:	Clients

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
<p>a. Birth Certificates of applying couples. b. Parental Consent for applicant 18-21 years old. c. Parental Advice for applicant between 21-25 years old. d. Pre-marriage counselling Certification of attendance.</p> <p><u>Other Requirements:</u> a. Cert. of Legal Capacity to Contract Marriage, for citizens of foreign country b. Death Cert. of deceased spouse, Decree of presumptive death & divorce or annulment/declaration of nullity of marriage as a proof of termination of previous marriage. c. Cert. of No Marriage (CENOMAR) d. Residence Cert. c. Affidavit of couples applying for marriage of exceptional character & other requirements.</p> <p>Marriage Application Form</p> <p>Official Receipt</p>	<p>-City Civil Registry Office / Philippine Statistics Authority (PSA) -City Population Office</p> <p>-Embassy of Citizenship</p> <p>- Philippine Statistics Authority (PSA) / Philippine Consulate</p> <p>- Philippine Statistics Authority (PSA) -City Treasury Office - Embassy of Citizenship</p> <p>-Civil Registry Office</p> <p>-City Treasury Office</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for marriage license & submit requirements.	receive requirements for marriage application		15 Minutes	
2. Pay the required fees.	Accept fee by Treasury Office	Marriage Application Fee- P300.00	5 Minutes	Twinkle S. Toralba <i>Administrative Aide I</i>
3. Posting of the application and interview by the CCR	CCR posts the application and interviews applicant	Marriage Counselling Fee- P200.00	10 days Posting 10 minutes interview	<i>Roselle D. Mangunay Administrative Aide I</i> <i>Syra M. Miguel Administrative Aide III</i>
4. Pay the required fees	Accepts fee by the Treasury Office	Solemnization Fee- P300.00 (if solemnized by the mayor)	5 Minutes	Mary Jane Z. Remigio <i>Administrative Aide IV</i>
5. Secure duly signed license.	Release Marriage License	Marriage License- P102.00	5 Minutes	Danver Albert R. Arzaga <i>City Civil Registrar</i>
TOTAL:				
<i>(please use additional sheet/s if necessary)</i>		P902.00	10 days & 40 minutes	

5. Change of First Name

Description of the Service: , Correction of first name, Nickname & For Correction Of Clerical Or Typographical Error.

Office or Divisions: Civil Registry Office

Classification: Simple

Type of Transactions: Government to Client

Who may avail: Clients

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
<p>Civil Registry documents from Philippine Statistics Authority Office</p> <p><u>Change of First Name (CFN)</u> <i>Requirements</i> : Present original copies and submit 2 photocopies</p> <p>a. Certificate of live Birth from PSA b. Certificate of Baptism or School Records (Form 137, diploma) c. Police Clearance d. NBI Clearance e. Employer's Clearance with no Pending Administrative Case, if employed or Affidavit of Unemployment, if not employed. f. Voter's Registration g. Record/ID or any Valid ID h. Driver's License, if applicable i. Marriage Contract j. Birth Certificate of Children k. Business Permit, if self employed l. School Clearance with no pending Administrative case, if student</p> <p><u>Correction of Clerical Error (CCE)</u> a. <i>Certificate of Live Birth</i> b. Certificate of Live Birth from PSA c. Certificate of Baptism School Records(form 137, diploma) d. Marriage Contract, if applicable e. Birth Certificate of children, if applicable</p> <p><i>Additional requirements for Correction of Parents' name</i></p> <p>a. <i>Birth Certificate of Father or Mother</i> b. <i>Marriage Contract of Parents</i> c. Birth Certificate of at least 2 Siblings of father and mother d. Voter Registration Record or valid ID's e. Certificate of Death of father or mother f. <i>Certificate of Marriage</i> g. Certificate of Marriage from PSA h. Certificate of Live Birth from PSA i. Certificate of Baptism j. Birth Certificate of at least 2 Siblings k. School Records (Form 137, diploma) l. Affidavit of discrepancy(if applicable) m. <i>Certificate of Death</i> n. Certificate of Death from PSA o. Certificate of Live Birth in PSA Security Paper p. Certificate of Death from Hospital q. Certificate of Burial Rites from Church r. Certificate of Baptism</p>	<p>-Philippine Statistics Authority (PSA) -Religious Authority / Schools -Police Office -NBI Office -Public / Private Attorneys Office -COMELEC -Client -Land Transportation Office (LTO) -City Civil Registry Office</p> <p>-Business Licensing Office -Schools</p> <p>-City Civil Registry Office -Philippine Statistics Authority (PSA) -Religious Authority / Schools</p> <p>-City Civil Registry Office</p> <p>-City Civil Registry Office</p> <p>-COMELEC -City Civil Registry Office</p> <p>-Philippine Statistics Authority (PSA) -Religious Authority / Schools -Schools -Public / Private Attorneys Office</p> <p>-City Treasury Office -Publishing Company</p>

Official Receipt w/ the original.
Notice for Publication
Proof of Publication
a. Affidavit of Publication of Editor.
b. Newspaper where petition was published.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform Civil Registrar and/or staff of problems in your registry record.	Checks problem document		15 Minutes	Frances S. Aggabao Administrative Aide- I
2. Fill up the petition form & submit the required documents for review.	Accomplishes petition form		13 Minutes	Tomasa M. Miranda Sr. Administrative Asst.- II
3. Pay the required fees.	Accepts fee by the Treasury Office	Change of First name filing fee- P3,000.00	5 Minutes	Danver Albert R. Arzaga City Civil Registrar
4. Present proof of payment	Person responsible checks receipt	Correction of Clerical Error Filing Fee P1,000.00	1 Minute	
5. Publish petition in a local newspaper of general circulation for changed of first name & submit proof of publication in addition to 10 days posting.	Publishing company provides publication			
6. Endorse to PSA OCRG for affirmation	PSA will take action		3 – 6 months (PSA)	
7. Endorse Finality of affirmed petition by OCRG	Wait for the affirmed petition		20 minutes from the availability of the affirmed petition	
8. Secure copy of affirmed petition	Contact the client for second endorsement		10 Minutes	
TOTAL:		P3,000 / 1,000		

(please use additional sheet/s if necessary)

6. Correction of Clerical Error

Description of the Service: Correction of typographical or clerical errors in the day & month in the date of birth or sex of person in the Civil Registry

Office or Divisions: Civil Registry Office

Classification: Simple

Type of Transactions:	Government to Client			
Who may avail:	Clients			
CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
<p>Civil Registry documents from Philippine Statistics Office.</p> <p>DAY AND MONTH OF BIRTH <i>Requirements :</i> Present original copies and submit 2 photocopies</p> <p>a. Document to be corrected (PSA & LCR Copies) b. Earliest school Record (Form 137) c. Baptismal Certificates issued by religious authorities. d. NBI Clearance e. Police Clearance f. Voter's Registration Record/ID or any Valid ID g. Marriage Contract h. Affidavit of Publication or clippings.</p> <p>GENDER OR SEX (Personal Appearance)</p> <p>a. Document to be corrected (PSA & LCR Copies) b. Earliest School Records (Form 137) c. Medical Records d. Baptismal Certificate Issued by Religious Authorities e. Police Clearance NBI f. Employers Clearance (if employed) g. Affidavit of non- employment (if not employed) h. Certificate of Authenticity issued by CCR i. Medical Certification (CCR Form) j. Affidavit of Publication or clippings</p> <p>Xerox copies of Official Receipt w/ the original</p>		<p>-Philippine Statistics Authority (PSA) / City Civil Registry Office - Schools -Religious Authorities -NBI Office -Police Office -COMELEC - City Civil Registry Office -Public / Private Attorneys Office</p> <p>-Philippine Statistics Authority (PSA) / City Civil Registry Office - Schools -Hospitals / CHOs - Religious Authorities -Police Office</p> <p>-Public / Private Attorneys Office -City Civil Registry Office -Hospitals / CHOs -Public / Private Attorneys Office</p> <p>-City Treasury Office</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform Civil Registrar and/or staff of problems in your registry record.	Check problem document		15 minutes	Frances S. Aggabao Administrative Aide- I
2. Fill up the petition form & submit the required documents for review.	Accomplish petition for correction		13 Minutes	Tomasa M. Miranda Sr. Administrative Asst.- II
3. Pay the required fees.	Accept required fees by the treasury office	Filing Fee- P3,000.00	5 Minutes	Danver Albert R. Arzaga City Civil Registrar
4. Present proof of payment	Check receipt			
5. Publish petition in a local newspaper of general circulation for changed of first name & submit proof of publication in addition to 10 days posting.	Publishing company provides publication			

6. Endorse to PSA OCRG for affirmation	PSA OCRG will take action			
7. Endorse Finality of affirmed petition by OCRG	Wait for the affirmed petition		3 – 6 months (PSA)	
8. Secure copy of affirmed petition	Contact the client for second endorsement		20 minutes from the availability of the affirmed petition	
Note: All documents are mandatory. Client will wait for advise either thru text or call.			10 Minutes	

TOTAL: 3,000.00

(please use additional sheet/s if necessary)

7. Batch Request Query System (BREQS)

Description of the Service: Request and releasing of authenticated PSA copy.

Office or Divisions: Civil Registry Office

Classification: Simple

Type of Transactions: Government to Client

Who may avail: Clients

CHEKCLIST OF REQUIRMENTS

WHERE TO SECURE

ID of the owner of the document. If authorized representative, ID & authorization letter

CCRO

CLIENT STEPS

AGENCY ACTION

FEES TO BE PAID

PROCESSING TIME

PERSON RESPONSIBLE

1. Request & fill up application form

Accepts request form

5 Minutes

Sheila Marie T. Buslig
Administrative Aide I

2. Pay the required fees at the City Treasurer's Office & City Civil Registrar Office

Accepts payment

Service Fee-
P125.00

5 Minutes

Alvin L. Alvarez
Administrative Aide II

3. Wait for PSA Copy

Release PSA document

PSA Processing Fee For Birth, Marriage & Death Cert.-
155.00

1 week

Lilian O. Mariano
Administrative Aide I

4. Request release of the PSA document.

CENOMAR-
P210.00
(PSA OR)

5 Minutes

TOTAL:		P280/ 335.00		
<i>(please use additional sheet/s if necessary)</i>				
8. Legitimation & AUSF				
Description of the Service: Application for legitimacy of child born out of wedlock and using the surname of the Father.				
Office or Divisions:	Civil Registry Office			
Classification:	Simple			
Type of Transactions:	Government to Client			
Who may avail:	Clients			
CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
Civil Registry documents from Philippine Statistics Office. <i>Requirements :</i> Present original copies and submit 2 photocopies a. Document to be corrected (PSA & LCR Copies) b. CENOMAR c. Marriage Contract Affidavit of Acknowledgement Affidavit of Legitimation Joint Supplemental Affidavit of father and mother		Philippine Statistics Authority (PSA) Public / Private Attorneys Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform Civil Registrar and/or staff of problems in your registry record.	Check document problem		15 Minutes	Grace S. Maddara Administrative Officer III
2. Interview & submit the required documents for review.			5 Minutes	Kristine S. Quitola Administrative Aide I
3. Pay the required fees	Accepts payment by the Treasury Office	Filing Fee- P1,000.00	5 Minutes	
4. Present proof of payment for endorsement	Check receipt	2 Birth form 1A P 180.00		
5. Endorse document to PSA.				
Note: All documents are mandatory. Client will wait for advice either thru text or call.				
TOTAL:		P1,180.00		
<i>(please use additional sheet/s if necessary)</i>				

CITY GOVERNMENT OF ILAGAN
Office of the City Assessor



1. ISSUANCE OF TAX DECLARATION OF REAL PROPERTY UNDER NEW OWNER. (TRANSFER OF OWNERSHIP).

Description of the Service: It shall be the duty of any person, or his authorized representative, acquiring at anytime real property in any municipality or city or making any improvement on real property, to prepare, or cause to be prepared, and file with the provincial, city or municipal assessor, a sworn statement declaring the true value of subject property, within sixty (60) days after the acquisition of such property or upon completion or occupancy of the improvement, whichever comes earlier.

Office or Divisions:	OFFICE OF THE CITY ASSESSOR
Classification:	SIMPLE
Type of Transactions:	G2G, G2C, G2B
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. New Transfer Certificate of Title 2. Deed of Conveyance 3. Tax Clearance 4. Certificate Authorizing Registration 5. Transfer Fee Receipt 6. Notarized Sworn Statement of the True Current and Fair Market Value of the Real Properties. 7. Valid ID of real property owner and/or any authorized representative. 8. Authorization letter of the representative signed by the owner, if applicable 	<ol style="list-style-type: none"> 1. Registry of Deeds 2. Owner of the property 3. Office of the City Treasurer 4. Bureau of Internal Revenue 5. City Treasurer Office 6. City Assessor's Office/Owner of the property 7. Owner and/or any authorized representative 8. Owner of the Property

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in Clients Logbook.	Ask the client for the services needed	None	3 Minutes	Officer of the day
2. Submit requirements and fill-out Request Form.	Check and verify all required documents given for completeness, reliability, validity, and conforms to assessment rules, laws and regulations. Issue request form and order of payment.	None	5 Minutes	Tessie N. Estabillo Bookkeeper I Ma. Antonia Battad Assessment Clerk I Rosalie Salinas Bookkeeper I
3. Pay the required fees at the City Treasurer's Office by showing the Order of Payment	Receive payment and issue Official Receipt.	Transfer fee: 50% of 1% of Sale value or Market value whichever is higher.	10-15 Minutes	Ruben Calimag <i>RCC III</i> Ricardo A. Agtarap <i>RCC III</i> Albert Maddara – (<i>RCC III</i>)

4. Return to Assessor's Office and present the Official Receipt for the issuance of New Tax Declaration of Real Property.	Check the Official Receipt and Prepare the Real Property Field Appraisal & Assessment Sheet (RP-FAAS)	None	10 Minutes	Ireneo Loristo – (Admin Ast. I) Concepcion Cabalonga – (LAOO I)
	Check RP-FAAS and recommend approval for the transfer of Tax Declaration.	None	10-15 Minutes	Joel Malenab – (LAOO III)
	Review and Approve RP-FAAS	None	10-15 Minutes	Frederick Sonny Cadatal – (OIC City Assessor)
TOTAL:			1hr & 3mins	

2. ISSUANCE OF UPDATED TAX DECLARATION BASED ON THE RESULT OF SEGREGATION/CONSOLIDATION/ RECLASSIFICATION OF REAL PROPERTY/IES.

Description of the Service: The City Assessor's Office issues updated Tax Declarations of parcels of land being reclassified based on actual use as found out during ocular inspections. Likewise, the office issues updated tax declarations of parcels of land being consolidated/segregated based on newly issued Certificates of Title/Approved plans.

Office or Divisions:	OFFICE OF THE CITY ASSESSOR
Classification:	SIMPLE
Type of Transactions:	G2G, G2C, G2B
Who may avail:	ALL

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Transfer Certificate of Title 2. Approved Plan 3. Development permit with attached Sagguniang Panlungsod Resolution, if applicable 4. License to sell (HLURB), if applicable 5. Ocular inspection report, if applicable 6. Real Property Tax Clearance or Real Property Tax Receipt. (Current Year) 7. Zoning Certificate, if applicable (For Reclassification) 8. DAR Clearance, if applicable (For Reclassification) 9. Valid ID of real property owner and/or any authorized representative. 10. Authorization letter of the representative signed by the owner, if applicable 	<ol style="list-style-type: none"> 1. Registry of Deeds 2. Private Geodetic Engineer/DENR 3. City Planning and Development Office 4. HLURB 5. Office of the City Assessor 6. Office of the City Treasurer 7. Office of the City Assessor/CPDO 8. Department of Agrarian Reform 9. Owner and/or any authorized representative 10. Owner of the Property

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in Client's Logbook	Ask the client for the services needed	None	3 Minutes	Officer of the day
2. Submit requirements and fill-out Request Form	Check and verify all required documents given for completeness, reliability, validity, and	None	5 Minutes	Tessie Estabillo Bookkeeper I Ma. Antonia Battad

	conforms to assessment rules, laws and regulations.			Assessment Clerk I Rosalie Salinas Bookkeeper I
	Issue request form and order of payment.			
3. Pay the required fees at the City Treasurer's Office by showing the Order of Payment	Receive payment and issue Official Receipt.	Subdivision Fee – P100.00 per parcel Consolidation Fee – P100.00	10-15 Minutes	Ruben Calimag RCC III Ricardo A. Agtarap RCC III Albert Maddara RCC III
4. Return to Assessor's Office and present the Official Receipt for the schedule of inspection.	Check the Official Receipt and set schedule of ocular inspection, if applicable.	None	10 Minutes	Ireneo Loristo Admin Asst. I Concepcion Cabalonga LAOO I
5. Extend cooperation during ocular inspection.	Conduct ocular inspection.	None	1 day	Ireneo Loristo Admin Asst. I Concepcion Cabalonga LAOO I
6. Return to Assessor's office and claim the revised Tax Declarations.	Prepare the Real Property Field Appraisal and Assessment Sheet (RF-FAAS)	None	10 Minutes per RPU	Ireneo Loristo Admin Asst. I Concepcion Cabalonga LAOO I
	<i>For consolidated/segregated Real Property Units (RPUs): Assign new Property Index Number (PIN)</i>	None	10 Minutes per RPU	Ma. Teza Delas Llagas Draftsman I Eureo Castillejo Senior Admin Asst. III Elpidio Benitez RCC I
	Check RP-FAAS and recommend approval to OIC-City Assessor.	None	10-15 Minutes per RPU	Joel Malenab LAOO III
	Review and approve the RP-FAAS.	None	10-15 Minutes per RPU	Frederick Sonny Cadatal - OIC City Assessor)
TOTAL:			1 day & 1 hour 23 minutes	
<i>(please use additional sheet/s if necessary)</i>				

3. ISSUANCE OF TAX DECLARATION ON NEWLY DISCOVERED REAL PROPERTY – LAND (UNTITLED PROPERTY)

Description of the Service: All real properties, whether taxable or tax-exempt, shall be appraised at the current and fair market value prevailing in the locality where the property is situated. (Sec. 201, LGC 1991)
It shall be the duty of all persons, natural or juridical, owning or administering real property, including the improvements therein, within a city of municipality, or their duly authorized representative, to prepare or cause to be prepared, and file with provincial, city or municipal assessor, a sworn statement declaring the true value of their property. (Sec. 202, LGC 1991)

Office or Divisions:		OFFICE OF THE CITY ASSESSOR		
Classification:		SIMPLE		
Type of Transactions:		G2G, G2C, G2B		
Who may avail:		ALL		
CHECKLIST		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Approved Survey Plan prepared by a licensed Geodetic Engineer duly approved by the Land Management Bureau. 2. Certification from the Community Environment and Natural Resources Office (CENRO) stating among others, that the land within is the alienable and disposable area. 3. Affidavit of Ownership/Notarized Sworn Statement. 4. Valid ID of real property owner and/or any authorized representative. 5. Authorization letter of the representative signed by the owner, if applicable. 		<ol style="list-style-type: none"> 1. Private Geodetic Engineer/DENR 2. Community Environment and Natural Resources Office (CENRO) 3. City Assessor's Office/Owner of the property 4. Owner and/or any authorized representative 5. Owner of the Property 		
Client Step	Agency Action	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in Client's Logbook	Ask the client for the service/s needed.	None	3 Minutes	Officer of the day
2. Submit requirements and fill-out Request Form	Check and verify all required documents given for completeness, reliability, validity, and conforms to assessment rules, laws and regulations. Set schedule of ocular inspection.	None	5 Minutes	Tessie Estabillo Bookkeeper I Ma. Antonia Battad Assessment Clerk I Rosalie Salinas Bookkeeper I
3. Pay the required fees at the City Treasurer's Office by showing the Order of Payment	Receive payment and issue Official Receipt.	10 years back Real Property Taxes (RPT) and current year RPT	10-15 Minutes 1 day	Ruben Calimag RCC III Ricardo A. Agtarap RCC III Albert Maddara RCC III
4. Extend cooperation during ocular inspection.	Conduct ocular inspection.	None		Ireneo Loristo Admin Asst. I Concepcion Cabalonga LAOO I
5. Return to Assessor's office and claim the revised Tax Declarations.	Prepare the Real Property Field Appraisal & Assessment Sheet (RP-FAAS). Assign Property Index Number (PIN).	None	5 Minutes per RPU 5 Minutes per RPU	Ireneo Loristo Admin Asst. I Concepcion Cabalonga LAOO I Ma. Teza Delas Llagas Draftsman I

	Check RP-FAAS and recommend approval of Tax Declaration.	None	10-15 Minutes per RPU	Eureo Castillejo Senior Admin Asst. III Elpidio Benitez RCC I Joel Malenab LAOO III
	Review and Approve the RP-FAAS	None	10-15 Minutes per RPU	Frederick Sonny Cadatal - OIC City Assessor
TOTAL			1 DAY & 1 HOUR 3 MINUTES	

4. ISSUANCE OF TAX DECLARATION ON NEWLY DISCOVERED REAL PROPERTY LAND (TITLED PROPERTY)

Description of the Service: All real properties, whether taxable or tax-exempt, shall be appraised at the current and fair market value prevailing in the locality where the property is situated. (Sec. 201, LGC 1991)
It shall be the duty of all persons, natural or juridical, owning or administering real property, including the improvements therein, within a city or municipality, or their duly authorized representative, to prepare or cause to be prepared, and file with provincial, city or municipal assessor, a sworn statement declaring the true value of their property. (Sec. 202, LGC 1991)

Office or Divisions:	OFFICE OF THE CITY ASSESSOR
Classification:	SIMPLE
Type of Transactions:	G2G, G2C, G2B
Who may avail:	ALL

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Certified true copy of Free Patent, Homestead or Miscellaneous Sales application. 2. Certified true copy Title issued by the Registry of Deeds. 3. Certification issued by the LRA, Registry of Deeds that the original copy of title is intact and existing in said Registry. 4. Affidavit of Ownership/Notarized Sworn Statement. 5. Valid ID of Real Property Owner and/or any authorized representative. 	<ol style="list-style-type: none"> 1. Registry of Deeds/DENR 2. Registry of Deeds 3. Registry of Deeds 4. City Assessor's Office/Owner of the property 5. Owner and/or any authorized representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in Client's Logbook	Ask the client for the service/s needed.	None	3 Minutes	Officer of the day
2. Submit requirements and fill-out Request Form	Check and verify all required documents given for completeness, reliability, validity, and conforms to assessment rules, laws and regulations. Set schedule of ocular inspection.	None	5 Minutes	Tessie Estabillo Bookkeeper I Ma. Antonia Battad Assessment Clerk I Rosalie Salinas Bookkeeper I

3. Pay the required fees at the City Treasurer's Office by showing the Order of Payment	Receive payment and issue Official Receipt.	10 years back Real Property Taxes (RPT) and current year RPT	10-15 Minutes	Ruben Calimag RCC III Ricardo A. Agtarap RCC III Albert Maddara RCC III
4. Extend cooperation during ocular inspection.	Conduct ocular inspection.	None	1 day	Ireneo Loristo Admin Asst. I Concepcion Cabalonga LAOO I
5. Return to Assessor's office and claim the revised Tax Declarations.	Verify with government agencies concerned the validity of the requirements submitted by the client.	None	10-15 Minutes	Ireneo Loristo Admin Asst. I Concepcion Cabalonga LAOO I
	Prepare the Real Property Field Appraisal & Assessment Sheet (RP-FAAS).	None	5 Minutes per RPU	Ireneo Loristo Admin Asst. I Concepcion Cabalonga LAOO I
	Assign Property Index Number (PIN).	None	5 Minutes RPU	Ma. Teza Delas Llagas Draftsman I Eureo Castillejo Senior Admin Asst. III Elpidio Benitez RCC I
	Check RP-FAAS and recommend approval of Tax Declaration.	None	10-15 Minutes per RPU	Joel Malenab LAOO III
	Review and Approve the RP-FAAS	None	10-15 Minutes per RPU	Frederick Sonny Cadata OIC City Assessor
TOTAL:			1 day & 1 hour 18 minutes	

5. ISSUANCE OF TAX DECLARATION ON NEWLY DISCOVERED REAL PROPERTY BUILDING AND MACHINERY

Description of the Service: For purposes of taxation, improvements (building/houses) shall be assessed upon completion/occupancy of the said improvements, in the name of the person/s owning or administering the same. Likewise, machineries shall be assessed on the year following the time of installation.

Office or Divisions:	OFFICE OF THE CITY ASSESSOR
Classification:	SIMPLE
Type of Transactions:	G2G, G2C, G2B
Who may avail:	ALL

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
1. Floor Plan (Building) 2. Building Permit (Building)	1. City Engineering Office 2. City Engineering Office

<ol style="list-style-type: none"> 3. Certificate of Occupancy/Completion (Building) 4. Itemized List of Machineries Installed with Book Value sworn by the owner/responsible officer (Machineries) 5. Notarized Sworn Statement 6. Valid ID of Real Property Owner and any authorized representative 7. Authorization letter of the representative signed by the owner, if applicable. 	<ol style="list-style-type: none"> 3. City Engineering Office 4. Owner of the property 5. City Assessor's Office/Owner of the property 6. Owner and/or any authorized representative 7. Owner of the Property 			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in Client's Logbook	Ask the client for services needed	None	3 Minutes	Officer of the day
2. Submit requirements and fill-out Request Form	<p>Check and verify all required documents given for completeness, reliability, validity, and conforms to assessment rules, laws and regulations.</p> <p>Set schedule of ocular inspection.</p>	None	5 Minutes	<p>Tessie Estabillo Bookkeeper I</p> <p>Ma. Antonia Battad Assessment Clerk I</p> <p>Rosalie Salinas Bookkeeper I</p>
3. Extend cooperation during ocular inspection.	Conduct ocular inspection.	None	1 day	<p>Ireneo Loristo Admin Asst. I</p> <p>Concepcion Cabalonga LAOO I</p>
4. Return to Assessor's office and claim the Tax Declarations.	Verify with government agencies concerned the validity of the requirements submitted by the client.	None	10-15 Minutes	<p>Ireneo Loristo Admin Asst. I</p> <p>Concepcion Cabalonga LAOO I</p>
	Prepare the Real Property Field Appraisal & Assessment Sheet (RP-FAAS).	None	5 Minutes per RPU	<p>Ireneo Loristo Admin Asst. I</p> <p>Concepcion Cabalonga LAOO I</p>
	Assign Property Index Number (PIN).	None	5 Minutes per RPU	<p>Ma. Teza Delas Llagas – Draftsman I</p> <p>Eureo Castillejo Senior Admin Asst. III</p> <p>Elpidio Benitez RCC I</p>
	Check RP-FAAS and recommend approval of Tax Declaration.	None	10-15 Minutes per RPU	Joel Malenab LAOO III
	Review and Approve the RP-FAAS	None	10-15 Minutes per RPU	Frederick Sonny Cadatal OIC City Assessor
	Issue Notice of	None	1 day	Ireneo Loristo

	Assessment			Admin Asst. I Concepcion Cabalonga LAOO I
TOTAL:			2 days & 1 hour 3 minutes	

6. ISSUANCE OF TAX DECLARATION WITH ANNOTATIONS OF NOTICE OF LEVY, MORTGAGES, ENCUMBRANCES, ETC.

Description of the Service: Annotations of mortgage, levy and encumbrances are requested by the owners/persons with legal interest in the property/ies in order to protect their rights of ownership of such property/ies.

Office or Divisions:	OFFICE OF THE CITY ASSESSOR
Classification:	SIMPLE
Type of Transactions:	G2G, G2C, G2B
Who may avail:	ALL

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
1. Notice of Levy, Loan Mortgage, Encumbrances, Etc. 2. Valid ID of Real Property Owner and/or any authorized representative 3. Authorization letter of the representative signed by the owner, if applicable.	1. Trial Court/Banks/Home Development and Mutual Fund 2. Owner of the property and any authorized representative 3. Owner of the property

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Client's Logbook.	Ask the client for the service/s needed.	None	3 Minutes	Officer of the day
2. Submit requirements and fill-out Request Form.	Check and verify all required documents given for completeness, reliability, validity, and conforms to assessment rules, laws and regulations.	None	5 Minutes	Tessie Estabillo Bookkeeper I Ma. Antonia Battad Assessment Clerk I Rosalie Salinas Bookkeeper I
3. Pay the required fees at the City Treasurer's Office by showing the Order of Payment	Receive payment and issue Official Receipt.	Annotation Fee – P50.00 DST – P30.00	10-15 Minutes	Ruben Calimag RCC III Ricardo Agtarap RCC III Albert Maddara RCC III
4. Return to the City Assessor's office and present the Official Receipt for the issuance of Tax Declaration with Annotation/s.	Check the Official Receipt. Record manually the annotation/s of Real Property Field Appraisal and Assessment Sheet (RP-FAAS)	None	10-15 Minutes	Ireneo Loristo Admin Asst. I Concepcion Cabalonga LAOO I
	Check and recommend approval of the RP-FAAS with Annotation/s.	None	10-15 Minutes	Joel Malenab LAOO III

	Review and Approve the RP-FAAS	None	10-15 Minutes	Frederick Sonny Cadatal OIC City Assessor
TOTAL:			1hr 8mins	

7. ISSUANCE OF CERTIFIED TRUE COPY/IES OF TAX DECLARATION, CERTIFICATIONS, CANCELLED SERIES OF TDs AND TRACEBACK OF TDs

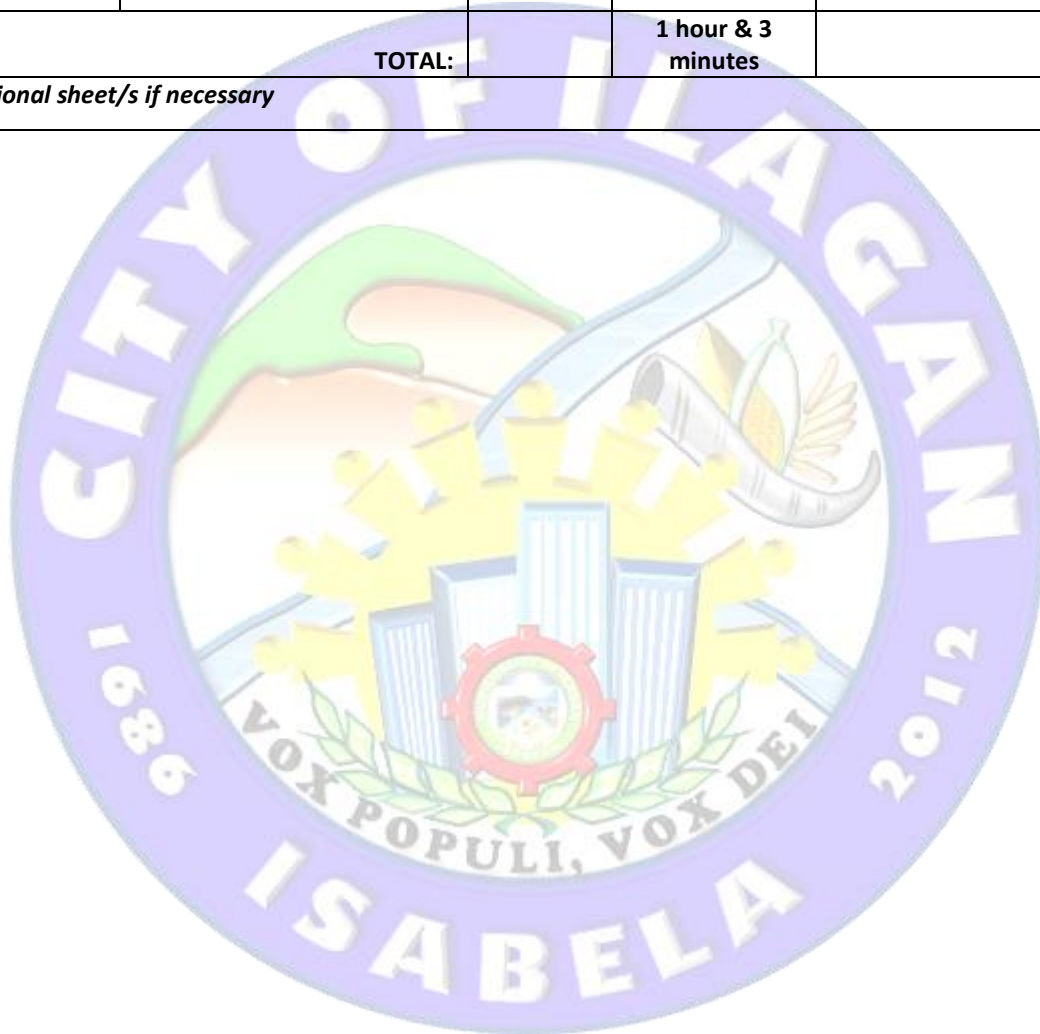
Description of the Service: The City Assessor's Office issues certified true copy/ies (CTC) of tax declarations, certification of no property and/or certification of landholdings for purposes of transfer of titles, loans, legal matters, medical and/or financial assistance and other related matters.

Office or Divisions:	OFFICE OF THE CITY ASSESSOR
Classification:	SIMPLE
Type of Transactions:	G2G, G2C, G2B
Who may avail:	ALL

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Transfer Certificate of Title 2. Deed of Conveyance 3. Valid ID of Real Property Owner and his/her authorized representative 4. Authorization letter of the representative signed by the owner, if applicable 	Registry of Deeds Owner of the property Owner of the property and any authorized representative Owner of the property

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in Client's Logbook	Ask the client for the service/s needed.	None	3 Minutes	Officer of the day
2. Submit requirements and fill-out Request Form.	Check and verify all required documents given for completeness, reliability, validity, and conforms to assessment rules, laws and regulations.	None	5 Minutes	Tessie Estabillo Bookkeeper I Ma. Antonia Battad Assessment Clerk I
	Verify the client's Tax Declaration record on file and issue Order of Payment.	None	10 Minutes	Rosalie Salinas Bookkeeper I Tessie Estabillo Bookkeeper I
3. Pay the required fees at the City Treasurer's Office by showing the Order of Payment	Receive payment and issue Official Receipt.	Certified True Copy – P50.00	10-15 Minutes	Rosalie Salinas Bookkeeper I Ruben Calimag RCC III
		Certificati on Fee – P50.00		Ricardo Agtarap RCC III
		DST – P30.00		Albert Maddara RCC III
		Certified Photocopy of Documen		

4. Return to the City Assessor's office and present the Official Receipt for the issuance of requested documents.	Prepare the certified true copy of Tax Declaration and/or certification/s.	t – P50.00 None	10 Minutes	John Pros Gangan Bookbinder III
	Check and recommend approval of the document/s.	None	10-15 Minutes	Joel Malenab LAOO III
	Sign the Document/s.	None	5 Minutes	Frederick Sonny Cadatal OIC City Assessor
TOTAL:			1 hour & 3 minutes	
<i>(please use additional sheet/s if necessary)</i>				



CITY GOVERNMENT OF ILAGAN
Office of the City Accountant



1. ISSUANCE OF ACCOUNTANT'S ADVICE

Description of the Service: The Accountant's advice is necessary for the encashment of checks issued by the City Treasurer to its creditors/clients a check is deemed authorized and funded when being attached with Accountant's Advice.

Office or Divisions:	OFFICE OF THE CITY ACCOUNTANT
Classification:	SIMPLE
Type of Transactions:	G to C, G to B and G to G
Who may avail:	Clients, Suppliers, Contractors, Employees and other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Processed voucher/s with check/s. 	<ul style="list-style-type: none"> General Service Office City Treasurer's Office City Budget Office City Engineer's Office City Planning & Development Office City Mayor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit or present processed voucher/s together with the check duly signed by the City Treasurer and the City Mayor.	1. Verify the availability of cash.	None	2 minutes / transaction	Mary Clairol D. Guillen Records Officer III
	2. Prepare Accountant's Advice form.	None	3 minutes / transaction	Janice Cabanos Admin Aide I
	3. Record the transaction.	None	2 minutes / transaction	Giezelle Olarve Admin Aide I
	4. Affix City Accountant's signature.	None	5 minutes / transaction	Norliza Guzman Admin Aide I
	5. Endorse client to City Treasurer's Office to release check.	None	3 minutes / transaction	Ramelo M. Macutay City Accountant
				Giezelle Olarve Admin Aide I
				Norliza Guzman Admin Aide I
TOTAL:			15 Minutes	

(please use additional sheet/s if necessary)

2. PROCESS DISBURSEMENT VOUCHERS/ PAYROLL

Description of the Service: The disbursement voucher serves as a basis for payment of all the LGU's expenses and obligations. It must be processed and accomplished accordingly by affixing signatures and attaching documents as proof of the transaction made.

Office or Divisions:	OFFICE OF THE CITY ACCOUNTANT
Classification:	SIMPLE
Type of Transactions:	G to C, G to B and G to G
Who may avail:	Clients, Suppliers, Contractors, Employees and other Government Agencies

CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Disbursement voucher with attached OBR and the required supporting papers depending on the type of transaction made. 		<ul style="list-style-type: none"> General Service Office City Treasurer's Office City Budget Office City Engineer's Office City Planning & Development Office City Mayor's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit or present disbursement voucher/s together with the OBR duly signed by the City Budget Officer and the requesting officer.	1. Check attached supporting papers.	None	5 minutes / transaction	Rommel Vehemente Admin. Officer V
	2. Record the transaction.	None	5 minutes / transaction	William Edralin Admin. Officer IV
	3. Compute for withholding if needed.	None		
	4. Journalize the transaction.	None	5 minutes / transaction	Amelia M. Maddara Supervising Admin. Officer
	5. Affix City Accountant's signature.	None	5 minutes / transaction	Ramelo M. Macutay City Accountant
TOTAL:			20 minutes	

3. SECURING REQUIREMENTS FOR LOAN PURPOSES AND OTHER CLAIMS

Description of the Service: Requirements for loan are certifications as to how much earning does the applicant has for a particular month, the repayment made against his/her existing loan and monthly contributions for such particular account or agency.

Office or Divisions:	OFFICE OF THE CITY ACCOUNTANT
Classification:	SIMPLE/COMPLEX
Type of Transactions:	G to C, G to G
Who may avail:	Employees and Other Government Agencies

CHECKLIST	WHERE TO SECURE
List of requirements from concern agency.	Government Service & Insurance System PAG – IBIG

		Philhealth Development Bank of the Philippines Landbank of the Philippines PSCC		
Client Step	Agency Action	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present list of requirements from concern agency.	Check record.	None	5 minutes / transaction	Arlene Maddara Casual
	Encode/ Print.	None	15 minutes / transaction	Corazon L. Silva Admin. Officer V Mercedes R. Bulan Admin. Officer IV
	Let the City Accountant sign the documents needed.	None	5 minutes / transaction	Corazon L. Silva Admin. Officer V Mercedes R. Bulan Admin. Officer IV
TOTAL			25 minutes	
4. SECURING FOR CERTIFICATE OF WITHHOLDING TAXES				
Description of the Service: Withholding taxes are amounts deducted by the LGU, as an authorized withholding agent from its suppliers, contractors and the like as their advance payment for income received, the same is remitted to the BIR monthly.				
Office or Divisions:		OFFICE OF THE CITY ACCOUNTANT		
Classification:		SIMPLE		
Type of Transactions:		G to C, G to B		
Who may avail:		Business Owners & Employees		
CHECKLIST		WHERE TO SECURE		
Request in written/verbally		N/A		
Client Step	Agency Action	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach anybody from the Accounting Office.	1. Check record.	None	5 minutes / transaction	Arlene Maddara Casual
	2. Encode/ Print.	None	15 minutes / transaction	Corazon L. Silva Admin. Officer V Mercedes R. Bulan Admin. Officer IV
	3. Submit to City Treasurer's Office for verification and signature of the City Treasurer.	None	5 minutes / transaction	Corazon L. Silva Admin. Officer V Mercedes R. Bulan Admin. Officer IV
TOTAL			25 MINUTES	
<i>(please use additional sheet/s if necessary)</i>				

5. BARANGAY TRANSACTIONS

Description of the Service: *Barangay Treasurers are obliged to submit their monthly trasacted vouchers to the City accountant for scrutiny and submission to the Commission on Audit so that there will be no impediment in their transactions.*

Office or Divisions:		OFFICE OF THE CITY ACCOUNTANT		
Classification:		SIMPLE/COMPLEX		
Type of Transactions:		G to G		
Who may avail:		Barangay Officials		
CHECKLIST		WHERE TO SECURE		
<ul style="list-style-type: none"> Transacted voucher/s together with the transmittal letter. 		<ul style="list-style-type: none"> Liga ng Barangay Office 		
Client Step	Agency Action	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit transacted vouchers to Accounting Office.	Receive the vouchers.	None	5 minutes / transaction	Arnelio Ramiscal Jr. Admin. Aide I
	Check completeness of supporting documents.		15 minutes / transaction	Ednalyn Espiritu Admin. Aide I
	Stamp received the transmittal letter.		5 minutes / transaction	
TOTAL			25 MINUTES	
<i>(please use additional sheet/s if necessary)</i>				

**CITY GOVERNMENT OF ILAGAN
OFFICE OF THE CITY ENVIRONMENT & NATURAL RESOURCES OFFICE**



1. Clearance for Environmental Management

Description of the Service: Services will be provided to individuals or groups that are doing business/es provided that they meet the minimum requirements set forth by the City in accordance with existing environmental laws rules and regulations.

Office or Divisions:	City Environment and Natural Resources
Classification:	Simple
Type of Transactions:	Government to Citizen
Who may avail:	All environmental clients

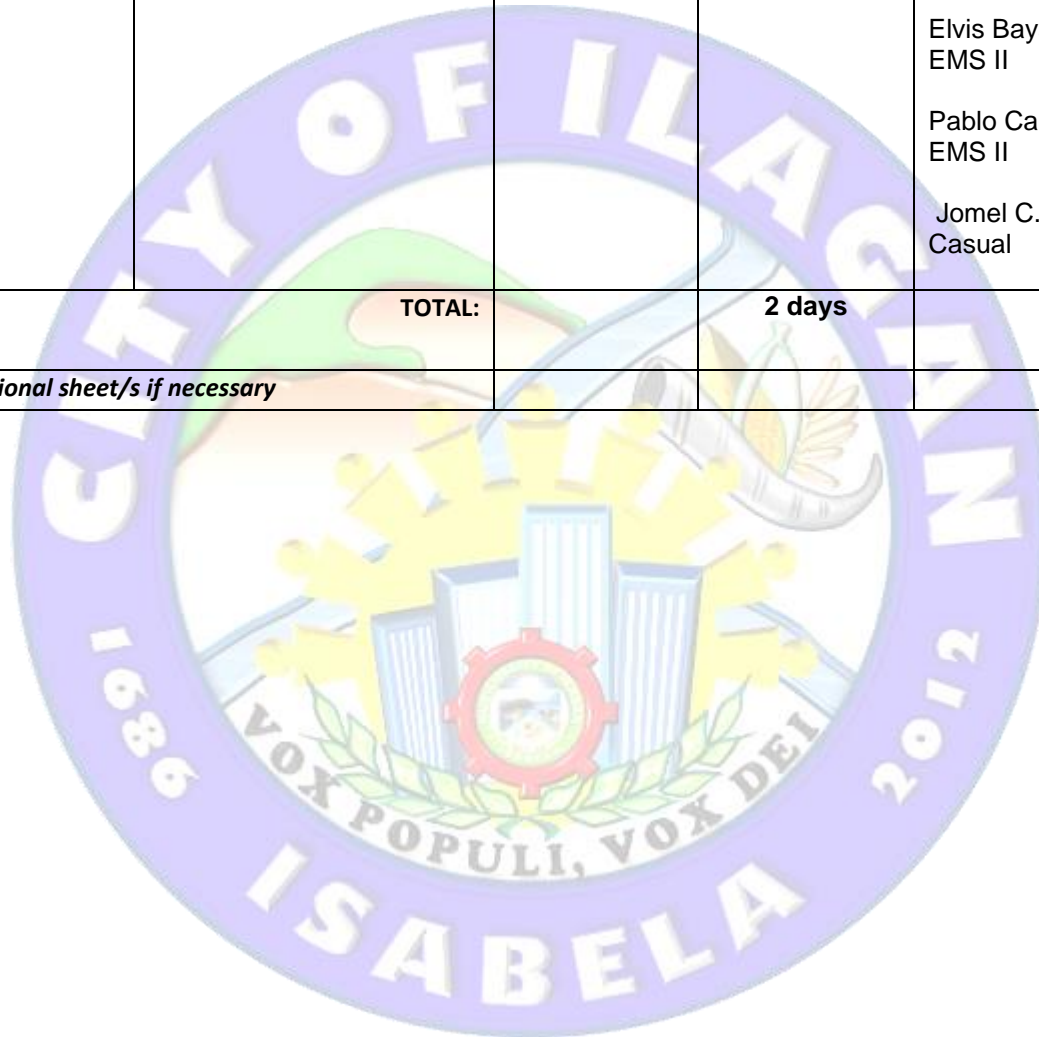
CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
1. For New and Renewal of Business Permit: ➤ Business Application Form	Business Permit and Licensing Office
2. For new business establishment like poultry, piggery, quarry, gasoline station, resort and environmentally critical projects: ➤ Environmental Compliance Certificate (ECC) or Certificate of Non Coverage (CNC) ➤ Business Application Form	Environmental Management Bureau (EMB) Region 02 Business Permit and Licensing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in clients log book	Recording of Permittee/ establishment	None	1 minutes	Ma. Aurora Pintado Admin. Aide IV
2. Present business application form for the signing of environmental clearance	Prior to signing of EMF clearance orientation on waste management is provided to business owners	None	2 minutes	Arvin A. Perez OIC-City ENRO Francisco Carmona Supervising Admin Officer Elvis Bayad EMS II Pablo Cabaccan EMS II
	IEC materials relevant to waste management is provided to business owners	None	3 minutes	Arvin A. Perez OIC-City ENRO Francisco Carmona Supervising Admin Officer Elvis Bayad EMS II Pablo Cabaccan EMS II
	<i>For new business establishment like Agro – Industry, Fuel Stations resorts and other critical projects:</i> Verification and examination of requirements	None	5 minutes	Arvin A. Perez OIC-City ENRO

	Actual validation/ocular inspection on the location of the applicant's establishment site	None	1 day	Francisco Carmona Supervising Admin Officer Elvis Bayad EMS II Pablo Cabaccan EMS II Arvin A. Perez OIC-City ENRO Francisco Carmona Supervising Admin Officer Elvis Bayad EMS II Pablo Cabaccan EMS II
3. payment of fees at the City Treasurer's Office	For the approved clients signed & endorse clearance permit	Sari-Sari store – 350 Grocery – 800 Banks – 1000 Buying station - 3000	5 minutes	Ruben Calimag RCC III
TOTAL:			One (1) Day & 16 minutes	
2. Request of Seedlings for tree planting activity				
Description of the Service: Seedlings will be given free of charge for requesting parties for purposes of tree planting activity within denuded areas to mitigate the adverse effect of climate change.				
Office or Divisions:	City Environment and Natural Resources			
Classification:	Simple			
Type of Transactions:	Government to Citizen			
Who may avail:	Peoples of Ilagan			
CHEKCLIST OF REQUIRMENTS			WHERE TO SECURE	
1. Request Letter 2. Memorandum of Agreement (MOA)			People of Ilagan City ENR Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	Attend to the need of the requesting party	None	10 minutes	Rowena Cayaba Admin. Aide I
2. Signing of Memorandum of Agreement	Inform all guidelines and agreements prior to granting of seedlings	None	10 minutes	Arvin A. Perez OIC-City ENRO

	Validate the intended area for tree planting activity	None	1 day	Francisco Carmona Supervising Admin Officer Elvis Bayad EMS II Pablo Cabaccan EMS II Arvin A. Perez OIC-City ENRO Elvis Bayad EMS II Pablo Cabaccan EMS II
	Distribution of planting materials with documentation	None	2 Hours	Tito Curampez Admin. Aide I
	Provide technical assistance on planting of seedlings in the area	none	30 minutes	Arvin A. Perez OIC-City ENRO Elvis Bayad EMS II Pablo Cabaccan EMS II
TOTAL:			One day & 2 hours & 50 minutes	
<i>(please use additional sheet/s if necessary)</i>				
<p>3. SERVICE NAME: Requesting for Information, Education and Enforcement Campaign (IEEC) on Ecological Solid Waste Management and Forest Conservation.</p> <p>Description of the Service: Enhance stakeholder's awareness on Ecological Solid Waste Management and Forest Conservation.</p>				
Office or Divisions:	City Environment and Natural Resources			
Classification:	Simple			
Type of Transactions:	Government to Citizen			
Who may avail:	Barangays, Academe, Institutions, Commercial and Industrial Establishments			
CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Request Letter for IEEC		Barangays, Academe, Institutions, Commercial and Industrial Establishments		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Form Request Letter	Preparation of Presentation Materials	None	1 day	Arvin A. Perez OIC-City ENRO Francisco Carmona Supervising Admin Officer

	Conduct service and issuance of training certificate	None	1 day	<p>Elvis Bayad EMS II Pablo Cabaccan EMS II</p> <p>Jomel C. Bacani Casual</p> <p>Arvin A. Perez OIC-City ENRO</p> <p>Francisco Carmona Supervising Admin Officer</p> <p>Elvis Bayad EMS II</p> <p>Pablo Cabaccan EMS II</p> <p>Jomel C. Bacani Casual</p>
		TOTAL:	2 days	
<i>(please use additional sheet/s if necessary)</i>				



CITY GOVERNMENT OF ILAGAN
City Cooperative Office



1. Securing of Endorsement for Registration to Cooperative Development Authority

Description of Service: Minimize error of all the required document before submission to Cooperative Development Authority

Office or Divisions:	CITY COOPERATIVE OFFICE
Classification:	Simple
Type of Transactions:	Government-to-client (G2C)
Who may avail:	Residents only

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
a. Economic Survey b. By-laws and duly notarized Article of Cooperation c. Surety bond of the following: <ul style="list-style-type: none"> • Manager • Chairman • Treasurer d. Duly notarized sworn statement of the Treasurer Affidavit showing that atleast 25% of the authorized share capital has been subscribed and atleast 25% of the total subscription has been paid.	Documents made and prepared by the Cooperative to be registered

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the client logbook.		NONE	1 minute	Marissa M. Larugal Data Encoder Machine Operator I
Step 2: Submit the required documents for review.	Review the required documents submitted by the client.	NONE	1 hour	Ynnad S. Domingo Local Treasury Operations II Richard B. Taguam Administrative Aide III
Step 3: Get endorsement	Approval	NONE	5 minutes	Pedro M. Lugo City Cooperative Officer
TOTAL:			1 hour and 6 minutes	

2. Conduct of Pre-Membership Education Seminar(PMES) for Cooperative about to organize.

Description of Service: Give bird eye view to the whole operation of a Cooperative.

Office or Divisions:	CITY COOPERATIVE OFFICE
Classification:	Simple
Type of Transactions:	Government-to-client (G2C)
Who may avail:	All

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
Minimum of thirty(30) members	Barangay where the proposed Cooperative located

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the client logbook.		NONE	1 minute	Marissa M. Larugal Data Encoder Machine Operator I
Step 2: Undergo interview and make arrangements	Schedule the date to conduct seminar and the location.	NONE	20 minutes	Ynnad S. Domingo Local Treasury Operations II Richard B. Taguam Administrative Aide III
Step 3: Attend the Pre-Membership Education Seminar.	Conduct of Pre-Membership Education Seminar.	NONE	1 day	Pedro M. Lugo City Cooperative Officer
TOTAL:			1 day and 21 minutes	
<i>(please use additional sheet/s if necessary)</i>				

Registration for Cooperative business permit.

Description of Service: Facilitate the speedy release of business permit for newly organize cooperative.

Office or Divisions: CITY COOPERATIVE OFFICE

Classification: Simple

Type of Transactions: Government-to-client (G2C)

Who may avail: Residents only

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
a. Photocopy of Certificate of Registration	a. Cooperative Development Authority Office
b. Sketch or location of the cooperative office	b. Made and prepared by the newly registered cooperative
c. Photocopy of Article of Cooperation and By-Laws	c. Cooperative Development Authority Office/ City Cooperative Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the client logbook.		NONE	1 minute	Marissa M. Larugal Data Encoder Machine Operator I
Step 2: Submit the required documents for review.	Review the required documents submitted by the client. Approval	NONE	30 minutes	Ynnad S. Domingo Local Treasury Operations II Richard B. Taguam Administrative Aide III
Step 3: Get endorsement.		NONE	5 minutes	Pedro M. Lugo City Cooperative Officer
TOTAL:			36 minutes	

Securing of Endorsement for the issuance of Certificate of Tax Exemption from Bureau of Internal Revenue (BIR).

Description of Service: Facilitate the speedy release of Certificate of Tax Exemption for newly organize cooperative.

Office or Divisions: CITY COOPERATIVE OFFICE

Classification: Simple

Type of Transactions: Government-to-client (G2C)

Who may avail: Residents

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> -Photocopy of Certificate of Registration -Photocopy of business permit -Sketch of the location of the Cooperative -Photocopy of Articles of Cooperation and By-Laws Latest Financial Statement duly audited by a CDA accredited Certified Public Accountant Certification under oath by the Chairperson/Manager That the Cooperative is transacting business with members only/both member and non-members As to amount of accumulated General Reserve Fund and undivided net savings That atleast 25% of the net surplus is retained to members in the form of interest on capital and patronage refund As to the list of members and the share contribution of each member. 		<ul style="list-style-type: none"> -Cooperative Development Authority Office -Business Permit and Licensing Office -Made and prepared by the newly registered cooperative - CDA accredited Certified Public Accountant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Sign in the client logbook.		NONE	1 minute	Marissa M. Larugal Data Encoder Machine Operator I
Step 2: Submit required documents for review.	Review the required documents submitted by the client.	NONE	40 minutes	Ynnad S. Domingo Local Treasury Operations II Richard B. Taguiam Administrative Aide III
Step 3: Get Endorsement	Approval	NONE	5 minutes	Pedro M. Lugo City Cooperative Officer
TOTAL:			46 minutes	
<i>(please use additional sheet/s if necessary)</i>				

City Planning & Development Office



1. Locational Clearance/Zoning Permit

Description of the Service: Locational Clearance/Zoning Permit is issued to individual/firm who are about to construct a Building/conduct an activity

Office or Divisions:	City Planning & Development Office
Classification:	Simple
Type of Transactions:	G2C, G2B, G2G
Who may avail:	Individual/firm

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
Application Form Title Tax Dec Latest Tax receipt Site Dev't. Plan Vicinity Map Bill of Materials ECC/CNC (if required) Affidavit of No Objection (if required) Cert. Road Right of way (if the project/activity is located within the National Road) Lease Contract/Authority to Use (if the applicant is a lessee/if the lot is not registered under the name of the applicant)	CPDO ROD Assessor's Office Treasury Office DENR CPDO DPWH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Application Form . Fill up application form 2. Submit required documents 3. Pay Fees at the City Treasurer's Office, show order of payment	1. Give application form 2. Receive/Evaluate required Documents -Issue Order of Payment if all documents are complete Accept payment Issue OR	None None <u>Residential</u> ●P100T & below= P288 ●Over P100T- P200T= P576 ●Over P200T = P720 +(1/10 of 1% in excess of P200T <u>Apartment/Townhouse</u> ●P500T & below= P1,140	10 mins 20 mins. 10 mins.	Mary Jane P. Bulauan <i>Zoning Officer IV</i> Maribel P. Simon <i>Zoning Officer I</i> April Urbano <i>Admin Aide I</i> Maria Teresa L. Silva Book Binder IV Albert M. Maddara RCC III Ricardo A. Agtarap RCC III

●Over P500T- P2M=**P2,160**

●Over P2M =**P3,600** +(1/10 of 1% of cost in excess of P2M

regardless of the no. of floors)

Dormitories

●P2M & below =**P3,600**

●OverP2M =P3,600 +(1/10 of 1% of cost in excess of P2M regardless of # of floors)

Institutional

●Below P2M =P2,800

●Over P2M =P2,800 + (1/10 of 1% of cost in excess of P2M)

Commercial

Industrial/ Agro-Industrial

●Below P100T =**P1,140**

●OverP100 T- P500T=**P2,160**

●Over P500T =**P2,880**

●Over P1M- P2M=**P4,320**

●Over P2M =**P7,200** + (1/10 of 1% of cost in

<p>4. Return to CPDO, submit OR and wait for the processing and release of Permit/Clearance</p>	<p>Check OR Issue Clearance or Permit</p>	<p>excess of P2M) SUP ●Below P2M = P7,200 ●Over P2M =P7,200 =(1/10 of 1% of cost in excess of P2M) none</p>	<p>10 mins.</p>	<p>Mary Jane P. Bulauan <i>Zoning Officer IV</i> Maribel P. Simon <i>Zoning Officer I</i> April Urbano <i>Admin Aide I</i></p>
<p>TOTAL:</p>			<p>1 hour & 30 mins.</p>	

2. Preliminary Approval & Locational Clearance/Dev't. Permit/Alteration of Plan

Description of the Service: Permit issued to all developer for Subdivision/Condominium/Cemetery Projects

Office or Divisions:	City Planning & Development Office
Classification:	Highly Technical
Type of Transactions:	G2B
Who may avail:	Licensed Contractor/Developer

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ●Application Form ●Two(2) sets of the following documents duly signed by a licensed Architect/Engineer <ul style="list-style-type: none"> a. Site Dev't. Plan (Schematic Plan) b. Vicinity Map indicating the adjoining land Use as well as existing facilities & utilities (drawn to scale) c. Survey Plan of the lot(s) ●2 sets of certified true copy of title, tax dec, latest tax receipt. ●if the land is agricultural, 2 copies of MAR team/ field inspection report & affidavit of non tenancy by the owner/developer for non-tenanted land, or affidavit of waiver from tenants for tenanted lands. 	<p>CPDO</p> <p>Assessor's Office</p> <p>DAR</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application Form Fill up application Form	1. Give application Form	None	5 mins	Mary Jane P. Bulauan <i>Zoning Officer IV</i>
2. Submit application form with the required documents to Mayor's Office	2. Receive application/record. Forward to CPDO for evaluation	None	5 mins	Valerie Santiago <i>Statistician III</i>
	-CPDO Receive the documents. Evaluate. Conduct site Inspection. Prepare Evaluation Report.	None	2 days	Mary Jane P. Bulauan <i>Z.O. IV</i>
3. Proceed to CPDO submit 17 sets of the documents	Receive 17 sets of documents. Endorse to Mayors Office.	None	20 mins	Mary Jane P. Bulauan <i>Z.O. IV</i>
	Mayor's Office will make an Indorsement to the SP for their approval/appropriate action.	none	10 mins	Valerie Santiago <i>Statistician III</i>
	The SP will make a schedule for the committee hearing to be attended by the applicant and concerned office(s). Issue SP Resolution	None	15 days	May Estavillo <i>AO V</i>
4. Pay Fees at the City Treasurer's Office, show Order of Payment	Accept Payment Issue OR	PD 957(Subd. & Condominium) PALC P360/Ha or fraction thereof <u>Dev't. Permit</u> P2,880/ha. regardless of density <u>Alteration of</u> <u>Plan</u> (Same as Dev't. Permit) <u>Cemetery/memorial Park</u> PALC-	10 mins.	Maria Teresa L. Silva <i>Book Binder IV</i> Ruben S. Calimag <i>RCC III</i> Ricardo A. Agtarap <i>RCC 111</i>

		720/ha Inspection Fee- P1,500/ha Dev't. Permit		
	Check OR Prepare Clearance/ Permit.	P3.00/sq.m		
5. Return to CPDO, submit OR	Bring the Clearance/Permit to Mayors's office for signature	None	20 mins	Mary Jane P. Bulauan Z.O IV
6. Wait for the clearance/Permit to be signed by the Mayor		none	1 day	Michelle Delos Santos Messenger I
TOTAL:			18 days, 1 hr & 10 mins	
<i>(please use additional sheet/s if necessary)</i>				

3. Availment of Technical Data/Information

Description of the Service: Data /Information gathering for business and educational purposes.

Office or Divisions: City Planning & Development Office

Classification: Simple

Type of Transactions: G2C, G2G, G2B

Who may avail: All

CHEKCLIST OF REQUIRMENTS

WHERE TO SECURE

Valid ID
School ID
Driver's License, Passport, Postal ID,
GSIS ID, SSS ID, TIN, Voter's ID

School
LTO, DFA, Post Office, GSIS, SSS, BIR,
COMELEC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Logbook	Give Logbook	None	5 mins	Nanette B. Ramos <i>Statistician IV</i>
2. Undergo brief background interview (if needed)	Conduct brief interview (if needed) -	None	10 mins	Nanette B. Ramos <i>Statistician IV</i>
3. Pay the required fees (for non-student) at City Treasurer's Office	Accept Payment Issue OR	P100	10 mins	Window 3 Albert M. Maddara RCC III Window 4 Ricardo A. Agtarap RCC III

4. Get Requested data	Check OR Give Data requested	none	10 mins.	<p>Window 5 Ruben S. Calimag RCC III</p> <p>Nanette B. Ramos <i>Statistician IV</i></p>
TOTAL:			35 mins	



City Social Welfare and Development Office



1. Provision of Assistance to Individuals In Crisis Situation

Description of the Service: Provision of timely and appropriate aid to individuals/families in extreme difficulty brought about by a stressful situation

Office or Divisions:	City Social Welfare and Development Office
Classification:	Simple
Type of Transactions:	Government to Client
Who may avail:	Individuals In Crisis Situation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Barangay Certificate of Residency/ Indigency	Barangay Hall
for Medical Assistance - Medical Certificate - Doctor's prescription/Hospital bill, request for surgery & laboratory	CHO/Hospital
for Burial Assistance - Death Certificate	CCRO – Window 1
- Receipt indicating balance of bills for funeral services	Funeral Home

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> Shall walk-in and seek for assistance Sign in the Client log book 	<ul style="list-style-type: none"> Assist client to register in log book 	None	2 minutes	Virginia Bartolome CSWD Worker
<ul style="list-style-type: none"> Present requirements needed 	<ul style="list-style-type: none"> Received and Review the needed requirements 	None	1 minutes	Maria Angela A. Dang-Awan, RSW Social Welfare Officer – I
	<ul style="list-style-type: none"> Start processing the request: <ul style="list-style-type: none"> Intake interview 	None	10 minutes	Christine Alamo, Benigno Almazan, Winnie Cabansag, Charmaine Castillo, Lyka Casue, Angel Mae Delos Santos, Ammie Madduma, Verlyn Malana, Jobelle Paat, Jeraldine Villena; CSWD Worker
	<ul style="list-style-type: none"> Assess and recommend for financial assistance 	None	2 minute	Maria Angela A. Dang-Awan, RSW Social Welfare Officer – I
TOTAL:			15 minutes	

2. Provision of Emergency Shelter Assistance (ESA)

Description of the Service: Emergency Shelter Assistance (ESA) is a provision of cash grant to families whose houses are either totally or partially damaged who are victims of natural and manmade calamities such as typhoon, fire incident etc.

Office or Divisions:	City Social Welfare and Development Office
Classification:	Simple
Type of Transactions:	Government to Client
Who may avail:	Victims of natural and manmade calamities

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Barangay Certificate of Residency/Indigency		Barangay Hall		
- BFP Certificate (if applicant is a fire victim)		Bureau of Fire Protection (BFP)		
- Picture/s of damaged house		-		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> Shall walk-in and apply for ESA Sign in the Client log book 	<ul style="list-style-type: none"> Assist client to register in the Logbook 	None	2 minutes	Virginia Bartolome CSWD Worker
<ul style="list-style-type: none"> Present needed requirements 	<ul style="list-style-type: none"> Received and Review the needed requirements 	None	1 minutes	Charita Reyes Social Welfare Assistant
	<ul style="list-style-type: none"> Start processing the request: <ul style="list-style-type: none"> - Intake interview 	None	10 minutes	Charita Reyes Social Welfare Assistant
	<ul style="list-style-type: none"> - Conduct home visit if necessary 	None	45 minutes	Charita Reyes Social Welfare Assistant
	<ul style="list-style-type: none"> - Assess and recommend for financial assistance 	None	2 minute	Charita Reyes Social Welfare Assistant
TOTAL:			15 minutes to 1 hour	

3. Adoption (Preparation of Child Study)

Description of the Service: Licensed Social Worker of the Local Government Unit shall conduct the Child Study in adoption cases. Child Study Report” refers to a study made by the social worker of the child’s legal status, placement history, psychological, social, spiritual, medical, ethno-cultural background and that of his/her biological family needed in determining the most appropriate placement for him/her.

Office or Divisions: City Social Welfare and Development Office

Classification: Highly Technical (Case to Case Basis)

Type of Transactions: Government to Client

Who may avail: Couples who are willing to adopt

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Child’s birth certificate		CCRO		
School records		School attended		
Medical records		CHO/Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- Secure documents	- Intake interview	None	15 minutes	Rachel V. Garcia, RSW Social Welfare Officer – III
	- Conduct home visit	None	1 hour	
- Attend pre adoption seminars	- Prepare Home/Child Study report	None	45 minutes	Rachel V. Garcia, RSW Social Welfare Officer – III
	- Case Management	None	66-132 Days	Rachel V. Garcia, RSW Social Welfare Officer – III
TOTAL:			66-132 Days and 2 hours	

4. Intervention Program for Children In Conflict With the Law				
Description of the Service: Provision of assistance to Children in Conflict with the Law to seek redress or erase them of their difficult situations.				
Office or Divisions:	City Social Welfare and Development Office			
Classification:	Highly Technical (Case to Case Basis)			
Type of Transactions:	Government to Client			
Who may avail:	Children in conflict with the law			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Police Blotter		Local Police Station		
- BCPC endorsement		Barangay Hall		
- Birth Certificate		CCRO		
- School Record		School attended		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- Present BCPC Endorsement/ Police Blotter and Birth Certificate	Received and review referral from PNP or BCPC	None	5 minutes	Maria Angela A. Dang-Awan, RSW Social Welfare Officer – I
- Shall undergo medical examination at City Health Office or Gov. Faustino N. Dy Memorial Hospital or drug testing at SOCO Ilagan	Intake interview and conduct assessment	None	45 minutes	Maria Angela A. Dang-Awan, RSW Social Welfare Officer – I
	Conduct assessment of discernment(<i>If minor is above 15 years old but below 18 years of age</i>)	None	1 hour	Maria Angela A. Dang-Awan, RSW Social Welfare Officer – I
- Attend Court Hearings (if needed)	Case Management	None	66-132 Days	Maria Angela A. Dang-Awan, RSW Social Welfare Officer – I
TOTAL:			66-132 Days and 1 hour and 45 minutes	

5. Intervention Program for Children At Risk				
Description of the Service: Provision of assistance to Children At Risk to seek redress or erase them of their difficult situations.				
Office or Divisions:	City Social Welfare and Development Office			
Classification:	Highly Technical (Case to Case Basis)			
Type of Transactions:	Government to Client			
Who may avail:	Children at risk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- BCPC endorsement/Police Blotter		Barangay Hall/Local Police Station		
- Birth Certificate		CCRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- Present BCPC Endorsement/ Police Blotter and Birth Certificate	- Received referral from PNP or BCPC	None	5 minutes	Jenny Rose B. Bulauan, RSW Social Welfare Officer – I
	- Intake interview and Conduct assessment	None	45 minutes	Jenny Rose B. Bulauan, RSW

				Social Welfare Officer – I
	- Turn over to Barangay	None	10 minutes	Jenny Rose B. Bulauan, RSW Social Welfare Officer – I
	- Case Management (if high risk)	None	66-132 Days	Jenny Rose B. Bulauan, RSW Social Welfare Officer – I
TOTAL:			66-132 Days & 1 hour	

6. Intervention Program for Women in Especially Difficult Circumstances

Description of the Service: Provision of assistance to Women in Especially Difficult Circumstances to seek redress or erase them of their difficult situations

Office or Divisions: City Social Welfare and Development Office

Classification: Highly Technical (Case to Case Basis)

Type of Transactions: Government to Client

Who may avail: Women in Especially Difficult Circumstances

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Police Blotter		Local Police Station		
- Medico Legal		CHO/Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> Shall report criminal complaint to PNP-WCPD 	- Intake interview and prepare initial assessment	None	45 minutes	Rachel V. Garcia, RSW Social Welfare Officer – III
	- Refer to PNP, Women and Children Protection Desk	None	5 minutes	Rachel V. Garcia, RSW Social Welfare Officer – III
<ul style="list-style-type: none"> Shall undergo medical examination at City Health Office or Gov. Faustino N. Dy Memorial Hospital 	- Refer to City Health Office	None	5 minutes	Rachel V. Garcia, RSW Social Welfare Officer – III
<ul style="list-style-type: none"> Report to Legal office for advice 	- Refer to City Legal Office	None	5 minutes	Rachel V. Garcia, RSW Social Welfare Officer – III
Attend court hearings (if needed)	- Case Management	None	66-132 Days	Rachel V. Garcia, RSW Social Welfare Officer – III
TOTAL:			66-132 days & 1 hour	

7. Intervention Program for Children In Need of Special Protection

Description of the Service: Provision of assistance to child victim of abuse/child in especially difficult circumstances to seek redress or erase them of their difficult situations.

Office or Divisions:	City Social Welfare and Development Office
Classification:	Highly Technical (Case to Case Basis)
Type of Transactions:	Government to Client
Who may avail:	Children In Need of Special Protection

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Police Blotter		Local Police Station		
- Birth Certificate		CCRO		
- Medico Legal		CHO/Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> Shall report criminal complaint to PNP-WCPD 	- Intake interview and prepare initial assessment	None	45 minutes	Narcisa C. Bulauan, RSW Social Welfare Officer – II
	- Refer to PNP, Women and Children Complaint Desk	None	5 minutes	Narcisa C. Bulauan, RSW Social Welfare Officer – II
<ul style="list-style-type: none"> Undergo medical examination at City Health Office or Gov. Faustino N. Dy Memorial Hospital 	- Refer to City Health Office or Gov. Faustino N. Dy Memorial Hospital	None	5 minutes	Narcisa C. Bulauan, RSW Social Welfare Officer – II
	- Submit Medico Legal to PNP-WCCD and file the case to the City Prosecutor's Office	None	5 minutes	Narcisa C. Bulauan, RSW Social Welfare Officer – II
<ul style="list-style-type: none"> Attend court hearings if needed 	- Case Management	None	66-132 Days	Narcisa C. Bulauan, RSW Social Welfare Officer – II
TOTAL:			66-132 Days & 1 hour	

8. Referrals

Description of the Service: Referrals to government, non-government organizations and other institutions for request of medical or legal assistance

Office or Divisions:	City Social Welfare and Development Office
Classification:	Simple
Type of Transactions:	Government to Client
Who may avail:	Individuals In Crisis Situation

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
for Medical Assistance				
- Brgy. Certification of Indigency or Low Income		Barangay Hall		
- Medical Abstract, Statement of hospital bill		CHO/Hospital		
for Legal Assistance				
- Brgy. Certification of Indigency or Low Income		Barangay Hall		
- Residential Certificate		City Treasurer's office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<ul style="list-style-type: none"> • Shall walk-in and seek for assistance • Sign in the Client log book 	- Assist client to register in logbook	None	2 minutes	Virginia Bartolome CSWD Worker	
<ul style="list-style-type: none"> • Present needed requirements 	- Receive and Review needed requirements	None	2 minutes	Rachel V. Garcia SWO – III Narcisa C. Bulauan SWO – II Angela A. Dang-awan SWO – I Jenny Rose B. Bulauan SWO - I	
Wait for the processing of the Social Case Study Report	for medical assistance - Conduct Intake interview	None	45 minutes		
	- Conduct home visit if necessary	None	45 minutes		
	- Prepare Social Case Study Report (SCSR) - Report for approval	None	1 hour		
	- Review/edit prepared Social Case Study	None	15 minutes		Evalyn A. Bacungan, RSW CSWD Officer
	- Finalization of Social Case Study Report	None	15 minutes		Rachel V. Garcia SWO – III Narcisa C. Bulauan SWO – II Angela A. Dang-awan SWO – I Jenny Rose B. Bulauan SWO - I
	- Approval of Social Case Study Report	None	3 minutes	Evalyn A. Bacungan, RSW CSWD Officer	
Secure the Social Case Study Report	- Release of SCSR/Referral Letter to the Client	None	2 minutes	Rachel V. Garcia SWO – III Narcisa C. Bulauan SWO – II Angela A. Dang-awan SWO – I Jenny Rose B. Bulauan SWO - I	
	for Legal Assistance - Conduct Intake interview	None	5 minutes	Rachel V. Garcia SWO – III Narcisa C. Bulauan SWO – II Angela A. Dang-awan SWO – I Jenny Rose B. Bulauan SWO - I	
	- Assess and prepare Certificate of Indigency	None	7 minutes	Rachel V. Garcia SWO – III Narcisa C. Bulauan SWO – II Angela A. Dang-awan SWO – I Jenny Rose B. Bulauan SWO - I	
Receive the Certificate of Indigency	- Release of Certificate of Indigency to the Client	None	3 minutes	Rachel V. Garcia SWO – III Narcisa C. Bulauan SWO – II Angela A. Dang-awan SWO – I Jenny Rose B. Bulauan SWO - I	
TOTAL:			3 hours & 7 minutes or 15 minutes		

9. Provision of Solo Parents ID Card
Description of the Service: Solo Parent Id is issued to Individuals who are victims of Extra Marital Relationships, Domestic Violence, Personal indifferences, economic and psychological condition, death or detention of spouse.

Office or Divisions:	City Social Welfare and Development Office
Classification:	Simple
Type of Transactions:	Government to Client
Who may avail:	Solo Parents

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Death Certificate of Spouse - Solo Parent Certification of Punong Barangay - 2 copies 1x1 ID picture		CCRO – Window 1 Barangay Hall -		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- Sign in the Client log book	- Assist client to register in log book	None	2 minutes	Maria Dulce Antonio, Rpm Psychologist I
-Present and Submit needed requirements	- Received and Review needed requirements	None	2 minutes	Maria Dulce Antonio, Rpm Psychologist I
-Fill-up application Form	- Interview Client	None	10 minutes	Maria Dulce Antonio, Rpm Psychologist I
	- Preparation of Solo Parent ID	None	10 minutes	Maria Dulce Antonio, Rpm Psychologist I
	- Endorsement of to the Office of the City Mayor for Signature	None	3 days	Maria Dulce Antonio, Rpm Psychologist I
	- Release of Solo Parent ID		2 minutes	Maria Dulce Antonio, Rpm Psychologist I
TOTAL:			3 days and 26 minutes	

10. Provision of PWD ID Card/ Purchase Booklet
Description of the Service: The PWD ID and Purchase Booklet can be used to avail PWD Benefits. The ID card is valid for three years where any individuals who have permanently disability such as those with long term physical, mental, intellectual or sensory impairment.

Office or Divisions:	City Social Welfare and Development Office
Classification:	Simple
Type of Transactions:	Government to Client
Who may avail:	Persons with disability/ies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Medical Certificate/ Abstract - 4 copies 1x1 ID picture		CHO/Hospital Photo Shops		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- Sig in the Client log book	- Assist client to register in log book	None	2 minutes	Maria Dulce Antonio, Rpm Psychologist I

-Present and Submit needed requirements	- Receive and Review needed requirements	None	2 minutes	Maria Dulce Antonio, Rpm Psychologist I
-Fill-up application Form	- Interview Client	None	10 minutes	Maria Dulce Antonio, Rpm Psychologist I
	- Preparation of PWD ID/Purchase Booklet	None	10 minutes	Maria Dulce Antonio, Rpm Psychologist I
	- Endorsement of PWD Id/Purchase Booklet to the Office of the City Mayor for Signature	None	3 days	Maria Dulce Antonio, Rpm Psychologist I
Receive PWD ID/ Purchase Booklet	- Release of PWD/Purchase Booklet	None	2 minutes	Maria Dulce Antonio, Rpm Psychologist I
TOTAL:			3 days and 26 minutes	

11. Community Based Psychosocial Rehabilitation Program

Description of the Service: The City Social Welfare and Development Office offers a 6-month Community-Based Psychosocial Rehabilitation Program for persons accused-convicted of violation of RA 9165 who were referred by the Regional Trial Court Second Judicial Region after their release from the Isabela Provincial Jail. The beneficiaries must attend at least 3 Psychosocial Sessions conducted by the CSWD Office, render at least 48 hours in community service, and attend sessions/lectures conducted by CHO I.

Office or Divisions:	City Social Welfare and Development Office			
Classification:	Highly Technical (Case to Case Basis)			
Type of Transactions:	Government to Client			
Who may avail:	Persons accused-convicted of violation of RA 9165			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Court Order		-RTC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- Sign in the Client log book	- Assist client to register in log book	None	2 minutes	Jenny Rose B. Bulauan, RSW SWO-I
-Present and Submit referral from RTC (Court Order)	- Received and Review needed requirements	None	2 minutes	Jenny Rose B. Bulauan, RSW SWO-I
	- Interview Client	None	30 minutes	Jenny Rose B. Bulauan, RSW SWO-I
Render 48 hours Community Service at the Barangay	- Refer to CHO and Barangay	None	5 minutes	Jenny Rose B. Bulauan, RSW SWO-I
Attend Sessions/Lectures in CSWD and CHO	Case Management	None	132 days	
TOTAL:			132 days & 39 minutes	

CITY GOVERNMENT OF ILAGAN
City Engineer's Office



1. ISSUANCE OF BUILDING PERMIT

Description of the Service: A Building Permit is document issued by the Building Official to an owner/ applicant to proceed with the construction, installation, addition, renovation, conversion, Repair, demolition or other work activity of a specific project/building/structure after the accompanying principal plans and specification and other pertinent documents that are found satisfactory and substantially confirming with the Implementing Rules and Regulations of the National Building Code.

Office or Divisions:	City Engineering Office
	Technical
	G2C
	All (General Public)
Classification:	
Type of Transactions:	
Who may avail:	

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
<p>Eight sets complete plans, Cost Estimate, Specification (Location/ Zoning Clearance, Fire Safety Evaluation Clearance, Photo copy of TCT & Current Real Property Tax Receipt In case the applicant is not the registered owner of the lot, in additional to the above; Duly notarized copy of the Contract of Lease or Deed of absolute Sale or letter of Consent, Structural Analysis two storey above, Circuit Load Analysis), Road right of way clearance from DPWH, Sangguniang Panlungsod Resolution, Request for Height Clearance Approval from Air Transportation Office, Radio frequency Radiation Evaluation Clearance from DOH, (for Cellular Towers), Certificate of Non Coverage, Environmental Compliance Certificate from DENR, DOLE, PCAB Licenses, Barangay Clearance, Permit to Construct, Certificate of No Objection, Photocopy of valid ID and PTR of all involved professionals.</p>	<p>City Engineering Office Admin. Section City Planning Development Office BFP Assessor Office DPWH SP Office Air Transportation Office DENR DOLE Office of the Barangay Captains</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. in the client log book	Give the logbook to the client Sign	None	5 minutes	Officer of the Day
2. Submit the complete application documents	Receive the complete documents and check for completeness	None	30 minutes	SERGIO S. SOLOMERO Engr'ng Asst II JOVILYN S. VENTURA Admin. Aide I
	Evaluation and Processing of documents to compute the building permit	Residential Building (Bungalow) Areas	4 days	SERGIO S. SOLOMERO Engr'ng Asst II ENGR. JOEL B. CAYABA, JR. License Inspector I PATERIO C. ALAMO Senior Admin. Asst. III
		Constructi		

		<p>on Up to 20.00 sq.m ₱ 2.00 pesos Additional /Renovation 20 sq.m ₱ 2.40 pesos Above 20.00 sq.m, to 50 sq.m ₱ 4.80 pesos Above 50 sq.m to 100 sq.m ₱ 6.00 pesos Above 150 sq.m ₱ 7.20 pesos Residential Building (Two Storey Above) Area sq.m. Construction Up to 20 sq.m ₱ 3.00 pesos Additional / renovation / alteration up to 20 sq.m ₱ 3.40 pesos Above 20 sq.m to 50 sq.m ₱ 5.20 pesos Above 50 sq.m to 100 sq.m ₱ 8.00 pesos Above 150 sq.m ₱ 8.40 pesos Commercial Building Area in sq.m Up to 500 sq.m</p>	<p>JOVILYN S. VENTURA Admin. Aide I</p>
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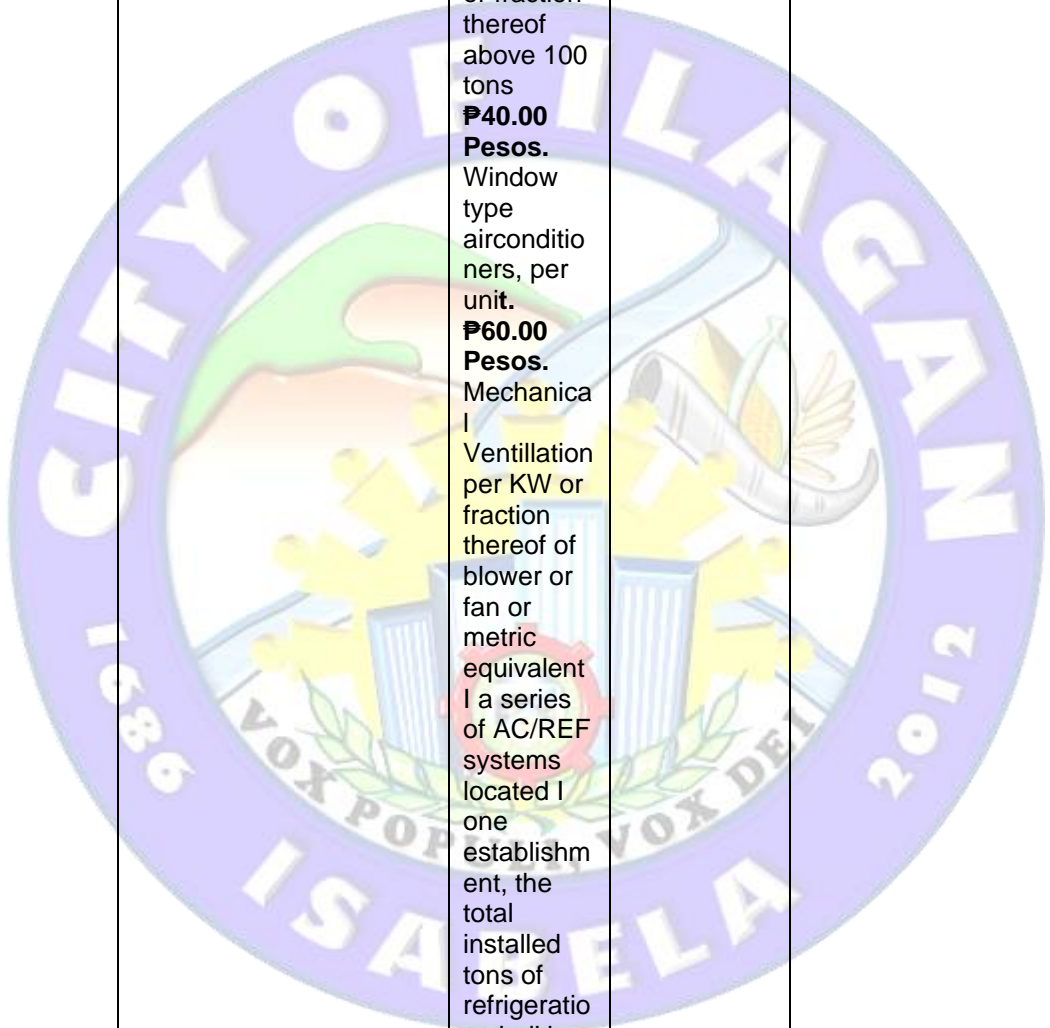
		<p>₱ 23.00 pesos Above 500 to 600 sq.m</p> <p>₱ 22.00 pesos Above 600 to 700 sq.m</p> <p>₱ 20 pesos Above 700 to 800 sq.m</p> <p>₱ 19.50 pesos Above 800 to 900 sq.m</p> <p>₱ 18.00 pesos Above 900 to 1,000 sq.m</p> <p>₱ 17.00 pesos Above 1,000 to 1,500 sq.m</p> <p>₱ 16.00 pesos Above 1,500 to 2,000 sq.m</p> <p>₱ 15.00 pesos Above 2,000 to 3,000 sq.m</p> <p>₱ 14.00 pesos Above 3,000 sq.,</p> <p>₱ 12.00 pesos Commercial Building more than 3,200 sq.m. : First 500 sq.m @ 23.00 ₱</p> <p>₱ 11,500.00 pesos Next 100 sq.m @ 11.00</p> <p>₱ 2,200.00 pesos</p>		
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		<p>Next 100 sq.m @20.50 ₱2,050.00 pesos</p> <p>Next 100 sq.m. @ 19.50 ₱ 1,950.00 Pesos.</p> <p>Next 100sq.m @18.00 ₱ 1,800.00 Pesos.</p> <p>Next 100sq.m @ 17.00 pesos ₱ 1,700.00 Pesos.</p> <p>Next 100sq.m @16.00 Pesos. ₱ 8,000.00 Pesos.</p> <p>Next 500sq.m @15.00 Pesos. ₱ 7,500.00 Pesos.</p> <p>Next 1,000 sq.m@ 14.00 Pesos. ₱ 14,000.00 Pesos.</p> <p>Last 200 sq.m @12.00 Pesos. ₱ 2,400.00 Pesos.</p> <p>Institutional Area in Sq.m</p> <p>Up to 500 ₱ 12.00 Pesos.</p> <p>Above 500 to 600 ₱11.00 Pesos.</p> <p>Above 600 to 700 ₱10.20 Pesos.</p> <p>Above 700 to 800. ₱ 9.60 Pesos.</p> <p>Above 800</p>	
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		<p>to 900. ₱ 9.00 Pesos. Above 900 to 1000. ₱ 8.40 Pesos. Above 1,000 to 1,500. ₱ 7.20 Pesos. Above 1,500 to 2,000. ₱ 6.60 Pesos. Above 2,000 to 3,000. ₱ 6.00 Pesos Above 3,000 ₱ 5.00 Pesos ELECTRICAL FEE TOTAL CONNECTED LOAD. (KVA). 5 Kva or Less ₱ 200.00 Pesos. Over 5 Kva to 50 kva. ₱ 200.00 Pesos+₱200.00/KVA. Over 50 Kva to 300 Kva. ₱1,100.00 +₱10.00/KVA. Over 300 kva to 1,500 kva. ₱3,600.00 +₱5.00/KVA. Over 1,500 Kva to 6,000 Kva. ₱9,600.00 +₱2.50/KVA. Over 6,000 Kva ₱20,850.00 +₱1.25/KVA. TOTAL</p>		
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		<p>TRANSFORMER/UNINTERRUPTED POWER SUPPLY (UPS) GENERATOR OR CAPACITY (Kva)</p> <p>5 kva or less ₱40.00 Pesos.</p> <p>Over 5kva to 50 kva. ₱40.00 Pesos+₱4.00 kva.</p> <p>Over 50 kva to 300 kva. ₱220.00+ ₱2.00/kva.</p> <p>Over 300 kva to 1,500 kva. ₱720.00+ ₱1.00/kva.</p> <p>Over 1,500kva to 6,000 kva. ₱1,920.00 +₱0.50/kva.</p> <p>Over 6,000 kva ₱4,170.00+ ₱0.0.25/kva.</p> <p>MECHANICAL FEES</p> <p>Refrigeration, Air Conditioning and Mechanical Ventilation.</p> <p>Refrigeration (Cold Storage), per ton or fraction @ ₱40.00 Pesos.</p> <p>Ice Plants, per ton or fraction</p>		
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		<p>₱60.00 Pesos.</p> <p>Package/Centralized Air conditioning Systems. Up to 100 tons, per tons @ ₱90.00 Pesos. Every ton or fraction thereof above 100 tons</p> <p>₱40.00 Pesos. Window type air conditioners, per unit.</p> <p>₱60.00 Pesos. Mechanical Ventillation per KW or fraction thereof of blower or fan or metric equivalent</p> <p>I a series of AC/REF systems located I one establishment, the total installed tons of refrigeration shall be used as the basis of computation for purposes of installation /inspection fees, and shall not be considered individually .</p>		
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		<p>₱40.00 Pesos Escalator and Moving Walks, funiculars and the like: Escalator and moving walk Per kw ₱ 10.00 Pesos Escalator and moving walks up to 20 Ln.m ₱20.00 pesos Every lineal meter or fraction thereof in excess of 20 Ln.m ₱10.00 Pesos Funicular, per Kw ₱200.00 Pesos Per lineal meter travel ₱20.00 Pesos Cable car, per kw ₱40.00 Pesos Elevators, per unit: Motor driven dumbwaite rs ₱ 600.00 pesos. Constructi on elevators for materials ₱ 2,000.00 pesos Passenger elevators ₱ 5,000.00 pesos Freight</p>	
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		<p>elevators ₱ 5,000.00 pesos Car elevators ₱ 5,000.00 pesos BOILERS PER KW Up to 7.5 kw. ₱ 500.00 pesos. Above 7.5 kw to 22 kw. ₱ 700.00 pesos. Above 22 kw to 37 kw. ₱ 900.00 pesos. Above 37 kw to 52 kw. ₱ 1,200.00 pesos. Above 52 kw to 67 kw. ₱ 1,400.00 pesos. Above 67 kw to 74 kw. ₱ 1,600.00 pesos. Every kw or fraction thereof above 74 kw. ₱ 5.00 pesos. Pressurized water heater per unit ₱200.00 Pesos. Water sump and sewage pumps for commercial/industrial use per kw. ₱60.00 Pesos. Automatic fire sprinkler system per</p>	
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		<p>sprinkler head. ₱4.00 Pesos Diesel/Gasoline Ice, Steam, Gas Turbine/Engine, Hydro, Nuclear or generating units and the like per kw: Every kw up to 50 kw. ₱25.00 Pesos. Above 50 kw up to 100 kw. ₱20.00 Pesos. Every kw Above 100 kw. ₱ 3.00 Pesos. Compressed Air, Vacuum, Commercial, Institutional and/or Industrial Gases, Per Outlet. ₱ 20.00 Pesos. Power piping for gas/steam/etc. Per lineal meter or fraction thereof or per cu. Meter or fraction thereof whichever is higher. ₱ 4.00 Pesos. OTHER INTERNAL COMBUSTION ENGINES, INCLUDIN</p>	
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		<p>G CRANES, FORKLIFTS, LOADERS , PUMPS, MIXERS, COMPRESSORS AND THE LIKE NOT REGISTERED WITH THE LTO PER KW. Up to 50 kw ₱ 10.00 Pesos Above 50kw to 100 kw. ₱ 12.00 Pesos Every Above ₱ 3.00 Pesos 100 kw. Pressure Vessels, Per cu. Meter or fraction thereof. ₱ 60.00 Pesos. Other Machine/Equipment for Commercial/Industrial/Institutional Use not else where specified, per kw or fraction thereof. ₱ 60.00 Pesos Pneumatic tubes, Conveyors, Monorails for materials handling and addition to existing supply and/or</p>	
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		<p>exhaust duct works and the like, per lineal meters or fraction thereof ₱ 10.00 Pesos.</p> <p>PLUMBING FEE EVERY FIXTURE IN EXCESS OF ONE UNIT</p> <p>Each water closet ₱ 7.00 Pesos</p> <p>Each floor drain. ₱ 3.00 Pesos.</p> <p>Sink ₱ 3.00 Pesos</p> <p>Each lavatory. ₱ 7.00 Pesos</p> <p>Each faucet ₱ 2.00 pesos</p> <p>Each shower head. ₱ 2.00 pesos</p> <p>SPECIAL PLUMBING FIXTURES</p> <p>: Each slop sink ₱ 7.00 pesos</p> <p>Each urinal. ₱ 4.00 pesos</p> <p>Each bathtub ₱ 7.00 pesos</p> <p>Each grease trap. ₱ 7.00 pesos</p>		
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		<p>Each garage trap. ₱ 7.00 pesos</p> <p>Each Bidet ₱ 4.00 pesos</p> <p>Each dental cuspidor. ₱ 4.00 pesos</p> <p>Each gas fire Water Heater ₱ 4.00 pesos</p> <p>Each drinking fountain ₱ 2.00 pesos</p> <p>Each bar or soda fountain sink ₱ 4.00 pesos</p> <p>Each laundry sink ₱ 4.00 pesos</p> <p>Each laboratory sink ₱ 4.00 pesos</p> <p>Each fixed-type sterilizer ₱ 2.00 pesos</p> <p>Each water meter ₱ 2.00 pesos</p> <p>12 to 25mm ø ₱ 8.00 pesos</p> <p>Above 25mm ø ₱ 10.00 pesos</p> <p>CONSTRUCTION OF SEPTIC TANK, APPLICABLE IN ALL GROUPS</p>	
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		<p>Up to 5.00 cu.m of digestion chamber ₱ 24.00 pesos Every cu.m or fraction thereof excess of 5.00 cu.m ₱ 8.00 pesos</p> <p>ELECTRONICS FESS Wireless communication ₱ 2.40 per port /lm Broadcasting communication station, communications center, switching center, control center operation and or maintenance center, call center, cellsites ₱ 1,000.00 per location Automated teller machines ticketing, telephone booths, pay phones, coin changer, photography and reproduction machines x-ray, scanners, ultrasound and other apparatus/equipment ₱ 1,000.00 per unit</p>	
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		<p>Antenna Towers ₱ 1,000.00 Per structure Signage and display system including TV monitors, multi-media signs ₱ 50.00 per unit ACCESSORIES OF THE BUILDING / STRUCTURES FEES Additional height more than 8 mt. Charge an additional fee ₱ 0.25 cents Bank of records vaults with interior volume up to 20 cu. mts ₱ 20.00 pesos in excess of 20cu.m ₱8.00 pesos SWIMMING POOLS, PER CU. METER OR FRACTION THEREOF Group a Residential ₱3.00 pesos Commercial/Recreational/Industrial GROUPS B,E,F,G ₱36.00</p>	
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		<p>pesos. Social/Recreational/Institutional GROUPS C,D,H,I ₱24.00</p> <p>pesos. SWIMMING POOL SHOWER ROOMS/LOCKER ROOMS: Per unit or fraction thereof ₱60.00</p> <p>pesos. Residential GROUP A. ₱6.00</p> <p>pesos GROUP B,E,F,G ₱18.00</p> <p>pesos GROUP C,D,H ₱12.00</p> <p>pesos. CONSTRUCTION OF FIREWALLS SEPARATE FROM THE BUILDING Per sq.m or fraction thereof ₱12.00</p> <p>pesos Provided that the minimum fee shall be. ₱48.00</p> <p>pesos. CONSTRUCTION/ERECTION OF TOWERS Single detached dwelling units ₱500.00</p> <p>pesos. Commercial/Industrial</p>	
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		<p>l up to 10 meters in height. ₱2,400.00 pesos. Every Meters/fraction excess of 10 meters. ₱120.00 pesos.</p> <p>EDUCATIONAL/RECREATIONAL/INSTITUTIONAL</p> <p>Up to 10 meters in height ₱1,800.00 pesos. Every Meter/fraction thereof excess 0.00 meters ₱120.00 pesos.</p> <p>Storage silos, up to 10 meters in height. ₱2,400.00 pesos. Every meters/fraction excess 10.00 meters ₱150.00 pesos.</p> <p>CONSTRUCTION OF SMOKESTACKS AND CHIMNEY FOR COMMERCIAL/INDUSTRIAL</p> <p>Smokestack up to 10.00 meters in height. ₱240.00 pesos. Excess 10.00 meters</p>		
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2. Payment of Building Permit at City Treasure's Office	Order of Payment Fee	<p>₱12.00 pesos. Chimney up to 10.00 meters in height. ₱48.00 pesos Every 10.00 meter excess. ₱2.00 pesos Constructi on of commercia l/Industrial mixed ovens.per sq..m ₱48.00 pesos. Constructi on of Industrial Klin/Furna ce per cu. meter. ₱12.00 pesos. Constructi on of Reinforced Concrete/s till tanks up to 2 cu.m.</p>	20 minutes	RUBEN CALIMAG RCC II
4. Photocopy the receipt and return to City Engineering Office for the recording of building permit fee	Record of receipt for the building permit	<p>₱12.00 pesos Every excess 2 meters. ₱12.00 pesos For all other than excess 10.00 cu.m. ₱480.00 pesos. Every excess/fraction of 10.00 cu.m.</p>	10 minutes	JOVILYN S. VENTURA Admin. Aide I
	Prepared documents to be signed by the building official	<p>₱12.00 pesos For all other than excess 10.00 cu.m. ₱480.00 pesos. Every excess/fraction of 10.00 cu.m.</p>	30 minutes	JOVILYN S. VENTURA Admin. Aide I
	Building Official final review for the Approval of Building permit	<p>₱480.00 pesos. Every excess/fraction of 10.00 cu.m. ₱24.00 pesos. Constructi on of Water and Waste Water</p>	1 day	ENGR.PEDRO B. BALLOGA, JR. City Engineer
5. Sign in the client logbook to receive the building permit	Released the building permit to the client	<p>₱24.00 pesos. Constructi on of Water and Waste Water</p>	5 minutes	JOVILYN S. VENTURA Admin. Aide I

		<p>Treatment per cu.m. .P 7.00 pesos. Constructi on of Reinforced Concrete of steel tank above ground up to 10.00 cu.m .P 480.00 pesos. Under ground up to 20 cu.m .P 540.00 pesos. Every excess of 20.00cu.m. .P24.00 pesos. Pull outs and reinstallati on of commercia l/Industrial Steel tanks. Undergrou nd of meter excavation .P3.00 pesos. Saddle and Trestle Mounted Horizontal Tank per cu.m .P3.00 pesos Booths, Kioks, Platforms Stage and Like per sq.m of floor area. Constructi on of permanent type. .P10.00 pesos Constructi on of Temporary</p>	
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		<p>type. ₱5.00 pesos Inspection knock down temporary type per unit. ₱24.00 pesos Construction of Buildings and other accessory structures within cemetery and memorial parks. Tombs per sq.m of covered ground. ₱5.00 pesos Semi enclosed mausoleu ms per sq.m ₱5.00 pesos Totally enclosed Mausoleu ms per sq.m. ₱12.00 pesos Totally enclosed Mausoleu ms per sq.m. ₱5.00 pesos Columbarium per sq.m. ₱18.00 pesos ACCESSORY FEES Establishment of Line and Grade all Sides Fronting or abutting Streets, Esteros, Rivers and</p>	
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		<p>creeks first 10.00 meters ₱24.00 pesos Every excess 10.00 meters. ₱2.40 pesos</p> <p>Ground Preparatio n and excavatio n fee. Inspection and Verification fee. ₱200.00 pesos Per cu.m of Excavation . ₱3.00 pesos Issuance of GP & EP. ₱50.00 pesos Per Cu.m of excavation for foundation with basement. ₱4.00 pesos Encroach ment of Footing and Foundatio n of building Intrusture for building areas per sq.m. ₱250.00 pesos. FENCING FEES Made of Masonry, metal,conc rete up to 1.80 meters in height per</p>	
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		<p>lineal meter, ₱3.00 pesos Every Excess of 1.80 meters in height per lineal meter.</p> <p>₱4.00 pesos Made of Indigenous Material, Barbed, Chicken or Hog wires</p> <p>₱2.40 pesos Constructi on of Pavement up to 20.00 sq.m</p> <p>₱24.00 pesos Every excess of 20%fractio nof paved areas for Commercial, Industrial and Institutiona l used such as Parkings, Sidewalk area, Gasoline Station premises, Skating rinks, Pelota, Courts, tennis and Basketball Court.</p> <p>₱3.00 pesos Street and Sidewalk enclosure up to 20.00 sq.m per calendar month.</p> <p>₱240.00 pesos</p>	
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		<p>Every excess of 20.00 sq.m ₱12.00 pesos Erection of Scaffolding Occupying Public Areas per Calendar Month. Up to 10 meters in Length in every lineal meter of 10.00 meters ₱150.00 pesos. SIGNS FEES Erection and anchorage of display Up to 4 sq.m of signboard area. ₱120.00 pesos. Every Excess 4 sq.m meters. ₱24.00 pesos REPAIR FEE Alteration, Renovation, improvement, vertical dimensions of building and sq.m such as interior and exterior walls. ₱5.00 pesos Alteration, Renovation, improvement</p>	
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		<p>entHorizontal, dimension s of building and sq.m such as flooring, Ceiling, and Roofing. ₱5.00 pesos Repair on Building/str ucture costing more than 5,000 pesos shall be charged 1% of the detailed repair cost.</p> <p>Demolitio n/Moving of building/s tructure fees per sq.m of area.. Building per sq.m floor area. ₱3.00 pesos Building System/fra mes per vertical or horizontal. ₱3.00 pesos Structural up to 10 meters in height. ₱800.00 pesos Every excess of 10.00 meters in height. ₱50.00 pesos Appendag e of up to 3.00 cu.m/ unit ₱50.00 pesos Every</p>		
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		excess of 3.00 cu.m ₱50.00 pesos Base on computed fee		
		Order of payment fee		
3. Payment of Building Permit at City Treasure's Office		None		
4. Photocopy the receipt and return to City Engineering Office for the recording of building permit fee		None		
5. Sign in the client logbook to receive the building permit		None		
TOTAL:			5 HOURS & HOURS	

3. PREPARATION OF PROGRAM OF WORKS

Description of the Service: One of the services rendered by the City Engineer's Office is the preparation of Plans and Programs of Work as requested by barangay Officials, private concerned citizens, and other offices and departments of the city government. These usually are regarding repair and construction of :Drainage System, Concrete Roads, Public and Government Buildings, Other Infrastructure Projects. These Services are being provided to guide constituents in the implementation of the proposed Project especially regarding plan, specification and cost.

Office or Divisions:	City Engineering Office
Classification:	Simple
Type of Transactions:	G2C/ G2G
Who may avail:	All

CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Request Letter (if solicitation) Annual Investment Plan (20%) itinerary if IRA		City Engineering Office Admin. Section Design & Construction of Public Structure Office of the Respective Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook	Give the logbook to the client	None	5 minutes	Officer of the Day

2. Request of Letter	Receive the request letter	None	5 minutes	GLORIA M. BENAZA Admin. Officer II
	Preparation of Construction working drawing & program of works of the proposed projects.	None	2 days	ENGR. VENTURITO G. MARAYAG, JR. Engineer III PATERIO C. ALAMO Senior Admin. Asst. III ENGR. GARRY D. CABANILLA Engineer I ENGR. KAREN B. FRONDA Engineer I SERGIO S. SOLOMERO Engineering Asst. II ENGR. JOEL B. CAYABA, JR. License Inspector I ANA MARIE M. DIGAP Engineering Aide
	Encode / Typing of Program of Works			GLORIA M. BENAZA Admin. Officer. II ARLENE CANCERAN Admin. Asst. II
	Record of POW	None	30 minutes	GLORIA M. BENAZA Admin. Officer. II ARLENE CANCERAN Admin. Asst. II
	Checked and released of POW	None	5 minutes	GLORIA M. BENAZA Admin. Officer. II ARLENE CANCERAN Admin. Asst. II ENGR. PEDRO B. BALLOGA, JR. City Engineer
	3. Submit the Complete documents for final review			
TOTAL:			2 DAYS & HOURS	
<i>(please use additional sheet/s if necessary)</i>				
2. SECURING INSPECTION REPORT				
Description of the Service: An Inspection involves checking something examining and Assessing something. Inspectors take measurements and make comparisons. Inspections are formal evaluation or organized examination exercises. The inspectors determine whether the item or material is in proper condition and of the right quality				
Office or Divisions:	City Engineering Office			
Classification:	Simple			
Type of Transactions:	G2G, G2C			
Who may avail:	All			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for inspection		City Engineering Office Admin. Section Office of the Respective Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook 2. Request Letter for Inspection of projects	Give the logbook to the client	None	5 minutes	Officer of the Day
	Receive the request letter	None	5 minutes	GLORIA M. BENAZA Admin. Officer II
	Conduct site inspection.	None	1 day	ENGR. VENTURITO G. MARAYAG, JR. Engineer III PATERIO C. ALAMO Senior Admin. Asst. III ENGR. GARRY D. CABANILLA Engineer I ENGR. KAREN B. FRONDA Engineer I SERGIO S. SOLOMERO Engineering Asst. II ENGR. JOEL B. CAYABA, JR. License Inspector I GLORIA M. BENAZA Admin. Officer. II
3. Submit inspection picture before and after inspected the project	Encode / Typing of Inspection Report	None	20 minutes	ARLENE CANCERAN Admin. Asst. II
	Record of Inspection Report.	None	20 minutes	GLORIA M. BENAZA Admin. Officer. II ARLENE CANCERAN Admin. Asst. II
4. Submit Complete documents for final review	Checked and Released of Inspection Report			ENGR. PEDRO B. BALLOGA, JR. City Engineer
TOTAL:			1 day & hours	
<i>(please use additional sheet/s if necessary)</i>				

City Legal Office

1. Legal Counseling/ Advice

The Legal Office shall provide advice, guidance, and representation for clients who include individuals, corporations, and organizations

Office/Division:	City Legal Office
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G
Who may avail	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Legal Documents (if any)		Other Local and National Agencies (if applicable)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Logbook	Let the client register to the Logbook	None	3 Minutes	Aurabel A. Lagmay Admin Aide or Red Niño Dela Cruz Casual/Jo
2. Express/Tell their problem(s)/queries or concerns	Screen the client, gather necessary documents in relation to the problem(s) raised and relay inputs to the Legal Officer	None	5-10 minutes	Mark Elison B. Cabasal Admin. Aide I or Rose Ann Pacson Casual/JO or Beatriz Maglelong Casual/JO
3. Proceed to the Legal Officer's Room after the endorsement of Legal Staff for the discussion of their problem	Render proper legal advice, resolutions & Recommendations to the client's problem.	None	30 minutes to 1 hour	Atty. Marion B. Paccarangan City Legal Officer or Atty. Silverio B. Soriano jr Legal Officer II
TOTAL		None	1 hour 13 minutes	

2. Mediation/ Consultation/ Confrontation

The Legal Office shall facilitate/assists disputing parties in resolving their conflict(s) and aiming to help the parties reach an agreement.

Office/Division:	City Legal Office
Classification:	Complex
Type of Transaction:	G2C/G2B/G2G
Who may avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Legal Documents (if any)		Other Local and National Agencies (if applicable)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register to the Logbook	Let the client register to the Logbook	None	3 Minutes	Aurabel A. Lagmay Admin Aide Or Red Niño Dela Cruz Casual/Jo
2. Express/Tell their problem(s)/queries or concerns	Screen the client, gather necessary documents in relation to the problem(s) raised and relay inputs to the Legal Officer	None	5-10 minutes	Mark Elison B. Cabasal Admin. Aide I Or Rose Ann Pacson Casual/JO Or Beatriz Maglelong Casual/JO
3. Proceed to the Legal Officer's Room after the endorsement of Legal Staff for the discussion of their problem	Render proper legal advice, resolutions & recommendations to the client's problem	None	15-50 minutes.	Atty. Marlon B. Paccarangan City Legal Officer or Atty. Silverio B. Soriano Jr Legal Officer II
4. Wait for the advice of the Legal Officer if their concern is subject for mediation or not Note: (for scheduling of mediation/confrontation and return to the office on the given scheduled date)	Prepare the necessary Letter of Notice to the parties concerned for mediation; Issuance and serving of Notice with the assistance of the Barangay Official(s) concerned.	None	25-50 minutes 2 hours to 2 days	Mark Elison B. Cabasal Admin. Aide I or Red Niño Dela Cruz Casual/Jo Mark Elison B. Cabasal Admin. Aide I or Red Niño Dela Cruz Casual/Jo
5. Appearance to the Legal Office on the scheduled date for mediation	Hear both parties' sides Render advice regarding possible solution(s) to reach mutual agreement between them.	None	45 minutes to 2 hours	Atty. Marlon B. Paccarangan City Legal Officer or Atty. Silverio B. Soriano jr Legal Officer II
6. The client(s) wants to settle	Execute an agreement Prepare a Certificate of No Amicable Settlement	None	10-45 minutes 10-20 minutes	Atty. Marlon B. Paccarangan City Legal Officer or Atty. Silverio B. Soriano Jr. Legal Officer II Atty. Marlon B. Paccarangan City Legal Officer Or

The client doesn't want to settle				Atty. Silverio B. Soriano Jr Legal Officer II
1. Signing and receiving of documents	Releasing of the signed documents	None	2-5 Minutes	Rose Ann Pacson Casual/JO Or Beatriz Maglelong Casual/JO
TOTAL		None	2 days 4 hours 3 minutes	
3. Issuance of Various Legal Documents				
The Legal Office shall encode, issue and execute Legal Documents needed by the clients.				
Office/Division:	City Legal Office			
Classification:	Simple			
Type of Transaction:	G2C/G2B/G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any two (2) government issued Identification Cards		Post Office, GSIS, PhilHealth, SSS,LTO, Comelec, Pag-big, DFA, School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Logbook	Let the client register to the Logbook	None	3 minute	Aurabel A. Lagmay Admin Aide Or Red Niño Dela Cruz Casual/Jo
2. Express/Tell their problem(s)/queries or concerns	Screen the client and confirm the type/kind of legal document(s) needed to execute	None	3-10 minutes	Rose Ann Pecson Casual/JO or Melanie M. Cabalunga Casual/JO
	Prepare the necessary Legal document(s) they need.		15-30 minute	Mark Elison Cabasal Admin Aide I or Fatima Mae Manrique Casual/JO or Beatriz Maglelong Casual/JO
3. Finalization of document(s) and for signing of Document(s)	Print and issue the necessary Legal document(s) needed by the client	None	10-15 minutes	Mark Elison Cabasal Admin Aide I or Fatima Mae Manrique Casual/JO Or Beatriz Maglelong Casual/JO
	Notarization and releasing of the Legal Document(s)	Provision of free notary 100 – 300 for walk-in clients		Atty. Marlon B. Paccarangan City Legal Officer/ Rose Ann Pecson

				Casual/JO
TOTAL		300	58 minutes	
4. Rendering Legal Opinion				
The Legal Officer shall study different cases and render legal opinion(s) based on their understanding of the Law.				
Office/Division:		City Legal Office		
Classification:		Simple		
Type of Transaction:		G2C/G2B/G2G		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Legal Documents (if any)		Other Local and National Agencies (if applicable)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter/ referrals and supporting document(s), if necessary, for the legal opinion.	Receive the Requested letter or documents and stamped "Received" bearing the date, time and signature of the receiving officer (The Legal Officer shall study the document, check for its legality or not and render legal opinion, in writing)	None	5-10 minutes 2-3 days	Melanie M. Cabalunga Casual/JO or Fatima Mae Manrique Casual/JO Atty. Marlon B. Paccarangan City Legal Officer Or Atty. Silverio B. Soriano Jr. Legal Officer II
2. Receive the approved Legal opinion given by the Legal Officer	Issue the legal opinion given by the Legal Officer	None	5-10 minutes	Melanie M. Cabalunga Casual/JO or Fatima Mae Manrique Casual/JO
TOTAL		None	3 days 20 minutes	

OFFICE OF THE PERSONS WITH DISABILITIES AFFAIRS

1. According Care and Commitment to Ensure Self- Development and Self-Reliance of PWD (ACCESS) Program

Description of the Service: Provides assistive devices to PWD's such as Braille, Red Stick, Wheel Chairs, Walkers, Crutches, Canes, Strollers, Artificial Limbs and the likes.

Office or Divisions: **Persons with Disabilities Affairs Office**

Classification: **SIMPLE**

Type of Transactions: **G2C**

Who may avail: **All ILAGUEÑOS**

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

- ➔ Request for Assistive Device
- ➔ Photo of the Involved party / recipient
- ➔ Barangay Indigency / Clearance

- ➔ Party / Family member of the involved recipient
- ➔ Party / Family member of the involved recipient
- ➔ Designated Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
➔ Logs at the client book	➔ Assist the client	NONE	1 min	➔ Patrick Domingo (Admin Aide I) and Lovelaine Pagalilauan,LMT (Daycare Worker I)
➔ Present the secured aforementioned requirements	➔ Receive the necessary Requirement's	NONE	3 minutes	➔ Patrick Domingo (Admin Aide I) and Lovelaine Pagalilauan,LMT (Daycare Worker I)
➔ Present the Recipient	➔ Assess the Patient to what assistive device he/she needs	NONE	5 minutes	➔ Christopher Balisi Fernandez,PTRP,LLB (Admin Assistant II)
➔ Receive the Assistive Device	➔ Orient/ educate the Patient on the proper usage of the said assistive device including ambulation training, if any.	NONE	5 minutes	➔ Christopher Balisi Fernandez,PTRP,LLB (Admin Assistant II)
	➔ Record the details on acceptance receipt / logbook and photo ops for documentation	NONE	1 minute	➔ Jonard Jace Cadauan (Watchman I)
TOTAL:			15 minutes	

2. Provision of PWD I.D. which includes registration to National Council for Disability Affairs, and provision of Purchase of Medicine and Grocery Booklet

Description of the Service: Provide PWD I.D and Purchase of Medicine and Grocery Booklet in order to avail and experience the full benefits of the law

Office or Divisions:	Persons with Disabilities Affairs Office
Classification:	SIMPLE
Type of Transactions:	G2C
Who may avail:	All ILAGUEÑOS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➔ Medical Abstract / Certificate ➔ 4 Copies 1 x 1 I.D. Picture 	<ul style="list-style-type: none"> ➔ Hospital to Doctor ➔ Camera / Phone Camera / Photo Studio

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
➔ Logs at the client book	➔ Assist the client	None	1 minute	➔ Patrick Domingo (Admin Aide I)
➔ Present the aforementioned requirements being secured	➔ Receive the necessary requirement presented	None	2 minutes	➔ Christopher Balisi Fernandez, PTRP, LLB (Admin Assistant II)
➔ Receive the PWD form	➔ Assist the said PWD application and register to the National Council for Disability Affairs	None	5 minutes	➔ Maria Dulce Antonio, Rpm
➔ Receive the PWD I.D, Grocery Booklet and Medicine Booklet	➔ Records the PWD I.D, Grocery Booklet and Medicine Booklet	None	2 minutes	➔ Lovelaine Pagalilauan, LMT
TOTAL			10 MINUTES	

3. Physical Medicine and Rehabilitation Services

Description of the Service: It is a branch of medicine concerned with a comprehensive clinical management of clients/patients with impairment or disability or behavioral patterns or who are experiencing the same.

Office or Divisions: Persons with Disabilities Affairs Office

Classification: It depends on the patient's case

Type of Transactions: G2C

Who may avail: All Ilagueños

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

➔ Physician's Referral, Medical Abstract, Medical Certificate, and other ancillary procedure taken such as x-ray CT scan, and MRI result.
➔ Barangay Clearance/ Certificate / Indigency

➔ Attending Physician, Referring Physician, or the City Health Officer

➔ Designated Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
➔ Sign in to clients logbook	➔ Assist the client	None	1 min	➔ Christopher Balisi Fernandez, PTRP, LLB (Admin Assistant II)
➔ Present all the necessary documents aforementioned and his/her self at the rehab unit for Therapeutic Intervention or Rehabilitation	➔ Deck the patient to the Physical Therapist or the Behavioral Therapist	None	1 min	➔ Christopher Balisi Fernandez, PTRP, LLB (Admin Assistant II)
	➔ Evaluate, Assess, Document, and Treat the involved patient; and Perform Home Instruction/ Exercise Program with the presence of a family member/ the primary care giver	None	3-5 hrs.	➔ Christopher Balisi Fernandez, PTRP, LLB (Admin Assistant II) and the following: ➔ Johnny Paguirigan, PTRP (Community Affairs Assistant I) ➔ Vicson Simon Ramos, PTRP Admin Aide III) ➔ Oscar Alejandro Sinon III, BSPT, (Admin Aide I) ➔ Joe Balagasay, BSPT, (Admin Aide I)
	➔ Documentation	None	2mins	➔ Jonard Jace Cadauan (Watchman I)
TOTAL:			5hours 4mins	

4. Community Based Rehabilitation (CBR) Program Under According Care and Commitment to Ensure Self-Development and Self-Reliance of PWD (ACCESS) Program

Description of the Service: The Patient him/her self or the family member may seek PT intervention at their home until they are able to capacitate him/her self to attend PT session/s at the rehab unit.

Office or Divisions:	Persons with Disabilities Affairs Office
Classification:	It depends on the patient's case
Type of Transactions:	G2C
Who may avail:	All Ilagueños

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➔ Request Letter for PT Rehabilitation Under CBR ➔ Physician's Referral, Medical Abstract, Medical Certificate, and result of other ancillary procedure, if any ➔ Barangay Clearance/Certificate/ Indigency 	<ul style="list-style-type: none"> ➔ Patient / Family member of the involved patient Attending Physician or the City Health Officer ➔ Designated Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
➔ Present the request letter for approval of the City Mayor	➔ Present the said request letter to the City Mayor	NONE	3 hours	➔ Christopher Balisi Fernandez, PTRP, LLB (Admin Assistant II)
➔ Present the approved request letter	➔ Deck the patient to the Physical Therapist	NONE	1min	➔ Christopher Balisi Fernandez, PTRP, LLB (Admin Assistant II)
➔ Accompany the PT at the patient's residence	➔ Proceed to patient's residence and evaluate, assess, document, and treat the patient; and Perform Home Instruction/ Exercise Program with the presence of a family member/ the primary care giver	NONE	3 hours and 30 mins	<ul style="list-style-type: none"> ➔ Christopher Balisi Fernandez, PTRP, LLB (Admin Assistant II) and the following: ➔ Vicson Simon Ramos, PTRP, (Admin Aide III) ➔ Johnny Paguirigan, PTRP, (Community Affairs Assistant I) ➔ Oscar Alejandro Sinon III, BSPT, (Admin Aide I) ➔ Joe Balagasay, BSPT, (Admin Aide I) ➔ Jay Pagulayan (Admin Aide I)
	➔ Documentation	NONE	5mins	➔ Jonard Jace

				Caduan (Watchman I)
		TOTAL:		6 Hours and 36 mins



City Population Office



1. PRE-MARRIAGE COUNSELING SEMINAR

Description of the Service: Conduct of Responsible Parenthood and Family Planning Session among parents and engaged couples applying for marriage. The session aims to assist them realize their desired number timing and spacing of their children. Likewise, parents and engaged couples be enlightened as to their needs towards building happy, healthy and empowered Filipino families.

Office or Divisions:	Office or Divisions:			
Classification:	Classification:			
Type of Transactions:	Type of Transactions:			
Who may avail:	Who may avail:			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Community Tax Certificate Official Receipt of PMC Fee		Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present proof of PMC Fee	Log in the engaged couple to the log book.	200.00	1 minute	Pamela M. Lim Administrative Aide I
Be Interviewed	Engaged Couple be interviewed related to their individual profile.	None	Minutes	Criselda S. Cortez Population Program Officer I Socorro M. Saccuan Admin Asst. V Marjorie L. Almachar Nurse I
Be given the marriage expectation Information Form	Required the engaged couple to answer MEI Form	None	7 Minutes	Criselda S. Cortez Population Program Officer I Socorro M. Saccuan Admin Asst. V Marjorie L. Almachar Nurse I
They will be asked the preferred date of their marriage.	The engaged couple will be given their PMC schedule date for their seminar at the SP Session Hall.	None	1 Minute	Criselda S. Cortez Population Program Officer I Socorro M. Saccuan Admin Asst. V Marjorie L. Almachar Nurse I

Attend the schedule PMC Seminar	Engaged couples has to personally attend the lecture during the PMC Seminar.	None	4 Hours	Adelaida M. Almachar City Population Officer
Receives the PMC Certificate	Awards/distributes the PMC Certificate	None	25 Minutes	Pamela M. Lim Administrative Aide I
TOTAL			4 Hours & 36 Minutes	



CITY GOVERNMENT OF ILAGAN

1. PROVISION OF LABOR MARKET INFORMATION				
Description of the Service: Gathering list of job orders from different companies/agencies to assist in filling their vacancies.				
Office or Divisions:	CITY LABOR AND EMPLOYMENT OFFICE			
Classification:	Simple			
Type of Transactions:	GOVT TO BUSINESSES (G2B)			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> - Request /Letter of Intent - Job Orders w/ qualifications - Establishment PESO Form - PESO Data Employment 			Employer – Companies/Agencies Employer – Companies/Agencies PESO Office PESO Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit the PESO Office & request for assistance in getting PESO Data Emp.	Provide list of requirements needed for getting data	NONE	3 minutes	John Paul Pataueg <i>Watchman I</i>
(For Complete required documents)	Received the consolidated list of vacancies & letter of intent of the Employer.	NONE	5 minutes	Allan Paul Foronda <i>Admin Aide I</i> Elizabeth Lodivico <i>Clerk III</i>
Submit consolidated list of job vacancies with prescribed qualifications & letter of intent at PESO Office				John Paul Pataueg <i>Watchman I</i>
Fill up the Establishment PESO Form	Assist the client in filling up the Establishment PESO Form	NONE	7 minutes	Allan Paul Foronda <i>Admin Aide I</i>
Upon Completing Establishment form, wait for the approval & securing signature of the PESO Manager	Receive the EPF & prepare the PESO Data Emp. for the signature of the PESO Manager	NONE	10 minutes	Paolo Janairo M. Sanidad <i>CDGH/PESO Manager</i>
TOTAL:			25 MINS	

2. REFERRAL AND PLACEMENT RECOMMENDATION

Description of the Service: The PESO Office refer and recommend clients/jobseekers to find job to different agencies/companies in the city.

Office or Divisions:	CITY LABOR AND EMPLOYMENT OFFICE
Classification:	Simple
Type of Transactions:	GOVT TO CITIZEN (G2C)
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Application Letter / Resume - Barangay Clearance - Referral & Recommendation Letter 		Applicant Barangay Hall PESO Manager		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out PESO Registration form	Assist the Jobseeker	NONE	3 minutes	Allan Paul Foronda <i>Admin Aide I</i>
2. Make the Online Registration (PEIS)	Assess & match qualification req. of vacancies posted by employers w/c shall make a referral letter to be signed by City Mayor	NONE	10 minutes	Allan Paul Foronda <i>Admin Aide I</i>
3. Proceed at the PESO Manager office for counselling & secure recommendation letter & referral slip	Make referral advice to the jobseeker to submit his/her resume & brgy clearance & at the same time to counsel the jobseeker before giving the recommendation letter/referral slip	NONE	10 minutes	Paolo Janairo M. Sanidad <i>CDGH/PESO Manager</i>
4. Proceed at the Agency/Employer to be referred	Make a call at the HR personnel of the Employer and updates	NONE	7 minutes	Paolo Janairo M. Sanidad <i>CDGH/PESO Manager</i>
TOTAL:			30 MINS	

2.
3. ISSUANCE OF CERTIFICATE OF LOCAL RECRUITMENT ACTIVITY

Description of the Service: To provide & complete the job vacancies of the company to help them find prescribe applicants.

Office or Divisions:	CITY LABOR AND EMPLOYMENT OFFICE
Classification:	Simple
Type of Transactions:	GOVT TO BUSINESSES (G2B)
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Letter of Intent - Job orders w/ qualification - Company/Employer's Permit 		Employer – Company Employer – Company BPLO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the PESO Office & request for assistance in conducting local recruitment activity	Provide list of requirements needed for conducting LRA	NONE	3 minutes	Allan Paul Foronda <i>Admin Aide I</i>
2. Submit Letter of Intent, Business Permit and list of job vacancies with qualifications	Accept and verify all the requirements before scheduling for the activity	NONE	5 minutes	John Paul Pataueg <i>Watchman I</i>
3. Wait for notification for the approval of request and the scheduled activity	Issue notice to the employer for the approval of request and finding schedule for activity	NONE	1 day	John Paul Pataueg <i>Watchman I</i>
4. Secure signature and approval of the PESO Manager	Release of certificate with the signature and approval of the PESO Manager	NONE	7 minutes	Paolo Janairo M. Sanidad <i>CDGH/PESO Manager</i>
TOTAL:			1 DAY & 15 MINS	

4. INSURANCE OF CERTIFICATE OF NO OBJECTION TO RECOMMENDED AGENCIES(OVERSEAS)

Description of the Service: To avoid illegal recruiters & make preventive measure for the safety of the OFW applicants.

Office or Divisions:	CITY LABOR AND EMPLOYMENT OFFICE
Classification:	Simple
Type of Transactions:	GOVT TO BUSINESSES (G2B)
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Letter of Intent - Complete Profile - POEA License - Latest job orders abroad - SEC Certificate - Progress Report 		Employer Employer POEA Employer SEC Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents and complete requirements for verification and evaluation for the issuance of N.O.C	Receive, verify and evaluate submitted requirements thru the official webpage of POEA	NONE	10 minutes	Allan Paul Foronda <i>Admin Aide I</i> John Paul Pataueg <i>Watchman I</i>
2. Wait for notification for scheduling the said activity	Issue notice to the employer for the schedule of activity	NONE	1 day	
3. Request for the information dissemination and other actions as with the approval of PESO Manager	Accept requested step of employer representative	NONE	5 minutes	Elizabeth Lodivico <i>Clerk III</i>
. Secure signature and approval of release of N.O.C of the PESO	Release of certificate of no objection for scheduled special recommended activity upon signature and approval of as signatories	NONE	10 minutes	Paolo Janairo M. Sanidad <i>CDGH/PESO Manager</i>
5. Submit progress report and overseas job fair form	Receive and file record	NONE	5 minutes	Josemarie L. Diaz <i>City Mayor</i> Reynolds Lora <i>City Administrator</i> Paolo Janairo M. Sanidad <i>CDGH/PESO Manager</i> John Paul Pataueg <i>Watchman I</i>
TOTAL:			1 DAY & 30 MINS	

5. SPECIAL PROGRAMS – JOBS FAIR

Description of the Service: To provide employment & avoid job mismatch among job seekers and to help them experience the event.

Office or Divisions:	CITY LABOR AND EMPLOYMENT OFFICE
Classification:	Simple
Type of Transactions:	GOVT TO GOVT / SCHOOLS / NGO
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> - Letter of Intent - Invitation Letter to different company - List of Graduates - Venue - Job Fair Permit - Progress Report/Placement 	Colleges/Universities/NGO/HOST PESO Office & DOLE – IFO Hosts Hosts DOLE – IFO DOLE – IFO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent for scheduled jobs fair	Receive and record	NONE	3 minutes	Elizabeth Lodivico <i>Clerk III</i>
2. Secure permit for job fair attached with list of graduates	Prepare and received list of graduates for inviting different company and employers for the said event	NONE	7 minutes	John Paul Pataueg <i>Watchman I</i>
3. Wait for notification and confirmation of participating agencies for the jobs fair	Issue notice for the confirmation participaties agencies	NONE	10 minutes + days	John Paul Pataueg <i>Watchman I</i>
4. Seek for inn ocular inspection of the venue for activity	Make necessary inspection for the flow of said jobs fair	NONE	20 minutes	Paolo Janairo M. Sanidad <i>CDGH/PESO Manager</i>
5. Wait for notification and claim the said permit for jobs fair	Issue notice and release of permit for the jobs fair	NONE	10 minutes	Grace Pomar <i>R.D. DOLE – 02</i>
6. Submit progress report of job fair	Receive file and record	NONE	10 minutes	Paolo Janairo M. Sanidad <i>CDGH/PESO Manager</i> Grace Pomar <i>R.D. DOLE - 02</i>
TOTAL:			DAYS/1 HOUR	

CITY GOVERNMENT OF ILAGAN

6. SPES- SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS				
Description of the Service: The LGU and PESO Office provides employment for the youth during summit / semestral break.				
Office or Divisions:	CITY LABOR AND EMPLOYMENT OFFICE			
Classification:	Simple			
Type of Transactions:	GOVT TO CITIZENS (G2C)			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Resume/Application Form - Barangay Clearance - Birth Certificate - School ID Photocopy - DOLE Forms 		Applicant Barangay Hall CCR Office School/College/University DOLE – IFO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and required documents to accomplish	Accept and file	NONE	3 minutes	Allan Paul Foronda <i>Admin Aide I</i> John Paul Pataueg <i>Watchman I</i>
2. Wait for notification if selected for fill out of DOLE Forms	Issue notification to selected applicants/beneficiary for release of DOLE Forms	NONE	7 minutes	Paolo Janairo M. Sanidad <i>CDGH/PESO Manager</i>
3. Wait for notification for the orientation for selected beneficiaries	Issue notice to selected beneficiary for orientation	NONE	10 minutes	Josemarie L. Diaz <i>City Mayor</i>
4. Wait for notification for selected beneficiaries for the schedule of deployment for coverage	Prepare the deployment report to be sign by the City Admin/PESO and post for deployment	NONE	10 minutes	Paolo Janairo M. Sanidad <i>CDGH/PESO Manager</i>
5. Submit the DOLE forms for verification, evaluation and for signature of terminal report	Verify and evaluate DOLE Forms to be submitted at DOLE – IFO and prepare terminal report for signature	NONE	10 minutes	Reynolds Lora <i>City Administrator</i> Paolo Janairo M. Sanidad <i>CDGH/PESO Manager</i> Allan Paul Foronda <i>Admin Aide I</i> John Paul Pataueg <i>Watchman I</i>

	TOTAL:		40 MINS

7. CAREER GUIDANCE / EMPLOYMENT COACHING

Description of the Service: To provide students the right path towards career and employment, to guide and fulfill dreams.

Office or Divisions: CITY LABOR AND EMPLOYMENT OFFICE

Classification: Simple

Type of Transactions: GOVT TO CITIZEN (G2C)

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Letter of Intent - List of Graduating Students (4 th Year College and Gr. 10 and 12)		Schools, Colleges and University Schools, Colleges and University		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent for scheduling activity attached with list of graduates	Receive and record	NONE	2 Minutes	John Paul Pataueg <i>Watchman I</i>
2. Wait for notification for the approval of request and scheduling the said coaching	Issue notice to schools/colleges and universities the approval of request and finding schedule for coaching	NONE	10 Minutes	John Paul Pataueg <i>Watchman I</i>
3. Secure approval of PESO Manager	Confirmation and approval of PESO Office	NONE	5 Minutes	Paolo Janairo M. Sanidad <i>CDGH/PESO Manager</i>

SANGGUNIANG PANLUNGSOD



1. LEGISLATIVE DOCUMENTS i.e. ORDINANCES, RESOLUTIONS, MINUTES, COMMITTEE REPORTS AND OTHERS

Description of Service: To issue legislative documents as requested by the client/s in accordance with the existing laws, rules and regulations.

Office or Divisions	SANGGUNIANG PANLUNGSOD			
Classification	Simple			
Type of Transactions	Government to Government			
Who may avail	All government agencies, LGU's, GOCCs and other government instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up Request Form (Form No. SPO-015-0)		Sangguniang Panlungsod - Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up Request Form (Form No. SPO-015-0) and submit for approval.	Check the availability of the documents requested.	None	10 minutes	Sheryl S. Isidro, Adm. Officer II
	If disapproved, the Secretary shall advise the requesting party.			Flordeliza S. Adelan, Comp. Operator IV
	Preparation/Reproduction of documents requested.	None	10 minutes	Marinol E. Baysa, Bookbinder IV
	Documents to be signed by the Secretary.	None	1 minute	Myrna V. Isidro, SP Secretary,
	Releasing of documents.	None	1 minute	Helen S. Quesda, Adm Asst. V
TOTAL			22 minutes	

2. LEGISLATIVE DOCUMENTS i.e. ORDINANCES, RESOLUTIONS, MINUTES, COMMITTEE REPORTS AND OTHERS

Description of Service: Issuance of legislative documents requested by the client/s with fees, in accordance with the existing laws, rules and regulations.

Office of Divisions:	Sangguniang Panlungsod
Classification	Simple
Type of Transactions	Government to Business
Who may avail	Business Establishments, other private offices and other clients.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Fill-up Request Form (Form No. SPO-015-0) 2. Official Receipt		Sangguniang Panlungsod - Records Section City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up Request Form (Form No. SPO-015-0) Client will pay Secretary's Fee to the Treasurer's Office	Check the availability of the documents requested.	None	5 minutes	Sheryl S. Isidro, Adm. Officer II
	If disapproved, the Secretary shall advise the requesting party.			Marinol E. Baysa, Bookbinder IV
	2. Accept the payment based on the order of payment.		10 minutes	Ruben Calimag RCC II
	3. Preparation/Reproduction of document/s requested.	P10.00/page (Secretary's Fee)	10 minutes	Sheryl S. Isidro, Adm. Officer II
	4. Document/s to be signed by the Head of Office.	None	1 minute	Myrna V. Isidro SP Secretary
5. Releasing of document/s.	None	1 minute	Helen S. Quesada Adm. Asst. V	
TOTAL:			27 minutes	

3. ISSUANCE OF TRICYCLE FRANCHISE

Description of Service: Issuance of approved Tricycle Franchise to the client/s in accordance with the existing laws, rules and regulations.

Office or Divisions | SANGGUNIANG PANLUNGSOD

Classification | Simple

Type of Transactions | Government to Client

Who may avail | All client

CHECKLIST OF REQUIREMENTS

1. Document to be signed by the SP Secretary

WHERE TO SECURE

Sangguniang Panlungsod – Administrative Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign-in to client logbook.	Give the logbook to the client	None	2 minutes	Helen S. Quesada, Adm. Asst. V
Present the document to be signed.	Sign the document/s.	None	2 minutes	Myrna V. Isidro, SP Secretary
	Release the signed document/s.	None	2 minutes	Helen S. Quesada Adm. Asst. V
TOTAL:			6 minutes	

4. REQUEST FOR ENACTMENT OF LEGISLATION

Description of Service: Submission of draft copies of legislative measures by the City Councilors and other

client/s, for the consideration of the Sangguniang Panlungsod fo the City of Ilagan.				
Office or Divisions	SANGGUNIANG PANLUNGSOD			
Classification	Complex Transaction			
Type of Transactions	Government to Government			
Who may avail	City Government Offices and other offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request/Proposed Ordinances/Proposed Resolutions Complete documents to support the request		Sangguniang Panlungsod - Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the letter-request/proposed ordinances/proposed resolutions.	Receiving and recording of request.	None	2-5 min	May C. Estavillo, Adm. Officer V
	Calendar the same in the agenda of the Sangguniang Panlungsod.	None	2 days before the scheduled session	Flordeliza S. Adelan Comp. Operator IV
	Refer to proper committee for perusal in a committee hearing.	None	It usually takes 1 or 2 committee hearing for the committee hearing to peruse and render their recommendation	Veronica M. Camannong, Sr. Adm. Asst. V
	If the committee finds merit to the requested legislation, it will be submitted to the Sangguniang Panlungsod for approval thru a com report.	None	1 day before the scheduled session	Veronica M. Camannong Sr. Adm. Asst. V
	Preparation and encoding of Minutes and approved legislative measures.	None	2 working days	Gina G. Laddit Sr. Adm. Asst, I
	Signatures in the approved legislative measures.	None	1 working day	MYRNA V. ISIDRO SP SECRETARY AND THE CITY COUNCILORS
	Furnish approved legislative measures to all concerned.	None	1 working day	MARIA CRISTINA J. BALLESTEROS Records Officer III
TOTAL:			7 working days	

5. APPROVAL OF THE BARANGAY BUDGET

Description of Service: Review of the Barangay Budgets pursuant to the provision of Section 59 of R.A. 7160, the Sangguniang Panlungsod Office shall review the Barangay Budgets of the 91 barangays of the City of Ilagan for their full operation.

Office or Divisions	SANGGUNIANG PANLUNGSOD
Classification	Highly Technical Transaction
Type of Transactions	Government to Government
Who may avail	91 Barangays of the City of Ilagan

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete set of Barangay Budget duly approved by the Barangay Council concerned.		Sangguniang Panlungsod - Administrative Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. City Budget Office will submit the reviewed barangay budget to the SP Office.	1. Receiving and recording of Barangay Budget.	None	1 day	May C. Estavillo Adm. Officer V
	2. Calendar the same in the agenda of the Sangguniang Panlungsod.	None	2 days before the scheduled session	Flordeliza S. Adelan Comp. Operator IV
	3. Refer to the Committee on Finance and Appropriation for review in a committee hearing.	None	7 working days	Veronica Camannong Senior Adm. Asst. V
	4. If the Barangay Budget are in order, it the Com. on Finance & Appropriation will submit its recommendation to the Sangguniang Panlungsod en banc for final deliberation & approval.	None	1 day before the scheduled session	Veronica Camannong Senior Adm. Asst. V
	5. Preparation of resolution approving barangay budgets.	None	3 days	Myrna V. Isidro SP Secretary
	6. Furnish copies of approved Barangay Budget to concerned Barangay.	None	5 working days	Maria Cristina J. Ballesteros, Records Officer III Elynn G. Roque Adm. Asst. V Purificacion M. Salaysay LLSE II
TOTAL			15 days	

6. APPROVAL OF ANNUAL BUDGET

Description of Service: Approval of the Annual Budget of the City Government of Ilagan for its full operation.

Office or Divisions	SANGGUNIANG PANLUNGSOD			
Classification	Highly Technical Transaction			
Type of Transactions	Government to Government			
Who may avail	City Government of Ilagan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete set of the Proposed Annual Budget		Sangguniang Panlungsod - Administrative Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. City Budget Office will submit the proposed annual budget to the SP Office.	1. Receiving and recording of the proposed annual budget.	None	3 minutes	May C. Estavillo Adm. Officer V
	2. Calendar the same in the agenda of the Sangguniang Panlungsod.	None	2 days before the scheduled session	Flordeliza S. Adelan Comp. Operator IV
	3. Refer to the Committee on Finance and Appropriation for review in a committee hearing.	None	7 working days	Veronica M. Camannong Senior Adm. Asst. V
	4. If the proposed annual budget is in order, the Com. on Finance & Appropriation will submit its recommendation to the Sangguniang Panlungsod en banc for final deliberation & approval.	None	1 day before the scheduled session	Veronica M. Camannong Senior Adm. Asst. V
	5. Preparation of resolution approving city's annual budget.	None	3 days	Mrs. Myrna V. Isidro, SP Secretary
	6. Furnish copies of approved Annual Budget to concerned offices.	None	5 working days	Purificacion M. Salaysay LLSE II Elynn Roque Adm. Asst. V
TOTAL			15 days	

City Tourism Office



1. Inquiry/Request for Information

Description of the Service: The City Tourism Office accepts inquiry regarding tourism matter especially coming from visitor/tourists.

Office or Divisions:	CITY TOURISM OFFICE
Classification:	Simple
Type of Transactions:	G2C Government to Client
Who may avail:	All

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register to the visitor/client logbook and state the inquiry (in case of personal appearance)	Provide client with needed information	none	20 minutes	Joy Nicolas – Receiving Clerk Suzette Vargas – City Tourism Information and Assistance Center
Send letter (or e-mail)	Respond to the letter			Jam Maltu – IT Clerk Denizon P. Domingo – City Tourism Officer
TOTAL:			20 minutes	

2. Tour Services

Description of the Service: The City Tourism Office coordinates tour for clients who seeks special privilege from the City mayor

Office or Divisions:	CITY TOURISM OFFICE
Classification:	Simple
Type of Transactions:	G2C Government to Client
Who may avail:	All

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
Letter request approved by the City Mayor		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send letter to the Office of the City Mayor	If approved, letter will be forwarded to the City Tourism Office who will	None	20 Minutes	Joy Nicolas – Receiving Clerk Evelyn R. Talana -

	coordinate the tour to the ILAGAN Sanctuary or Japanese War Tunnel			Coordinator
TOTAL:			20 minutes	
<i>(please use additional sheet/s if necessary)</i>				

3. Accreditation Assistance

Description of the Service: The City Tourism Office assists tourism related establishment on how to secure accreditation on line from the DOT.

Office or Divisions:	CITY TOURISM OFFICE
Classification:	Simple
Type of Transactions:	G2C Government to Client
Who may avail:	All

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register to the visitor/client logbook	Provide instruction on how to file request for accreditation on line	none	20 minutes	Suzette Vargas – City Tourism Information and Assistance Center Jam Maltu – IT Clerk
TOTAL:			20 minutes	
<i>(please use additional sheet/s if necessary)</i>				

4. Library Services

Description of the Service: The City Library is under the City Tourism Office and a center for informative materials such as books for researchers, especially students. Library staff assist the client in finding needed reference

Office or Divisions:	CITY TOURISM OFFICE – City Library
Classification:	Simple
Type of Transactions:	G2C Government to Client
Who may avail:	All

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register to the visitors/client logbook	Library staff will assist client in finding needed informative material	None	N/A	Tess Munio & Cora Bulan – Library Staff

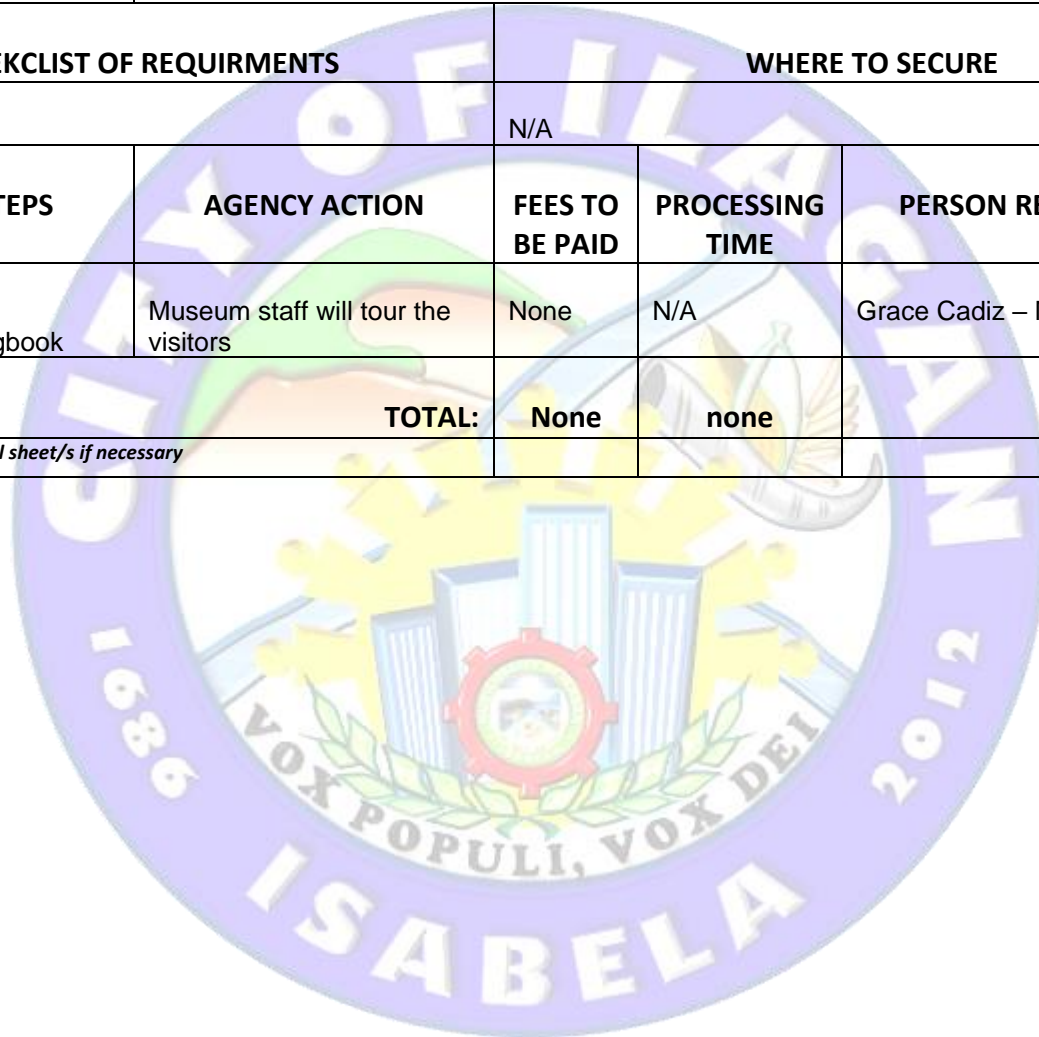
TOTAL:	None	none	
<i>(please use additional sheet/s if necessary)</i>			

5. Museum Tour

Description of the Service: The City Museum is under the City Tourism Office artifacts are being deposited for preservation and public viewing. Museum staff assist visitors giving them information regarding our culture and history.

Office or Divisions:	CITY TOURISM OFFICE – City Museum
Classification:	Simple
Type of Transactions:	G2C Government to Client
Who may avail:	All

CHEKCLIST OF REQUIRMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register to the visitors/client logbook	Museum staff will tour the visitors	None	N/A	Grace Cadiz – Museum Curator
TOTAL:		None	none	
<i>(please use additional sheet/s if necessary)</i>				



Office of the City Architect



5. Preparation of Architectural Design

Description of the Service: Prepares conceptual architectural design based on projects' requirements i.e. cost & working details of structural, electrical, plumbing, mechanical and other technical specifications.

Office or Divisions:	ARCHITECT'S OFFICE
Classification:	HIGHLY TECHNICAL
Type of Transactions:	LGU PROJECTS
Who may avail:	GOVERNMENT TO GOVERNMENT

CHEKCLIST OF REQUIRMENTS	WHERE TO SECURE
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Annual Investment Plan, Endorsement/ Referral	Local Chief Executive, City Planning & Development Office, & Engineering Office
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook	Receive the pertinent documents & check for completeness	None	2 min	Marilou Q. Balisi Administrative Aide I
2. Undergo brief interview	Site inspection evaluation	None	1 day	Brian Ed B. Nieva Architect III
3. Preparation of Architectural plans & design	Gather all design requirements for feasibility study	None		Apple John Cabalonga Draftsman I (B)
	Prepare architectural plan & design w/ perspective drawing for approval by the LCE	None	18 days	Mon Kristopher F. Castillo Draftsman I (B)
4. Receive architectural plan/sign out	Release 5 sets of approved architectural plan	None	2 hours	Marilou Q. Balisi Administrative Aide I
TOTAL:			19 Days 2:02h	

2. Project Supervision

Description of the Service: Ensures compliance of all on-going city project to the approved architectural plans, design standard and specifications

Office or Divisions:	ARCHITECT'S OFFICE
Classification:	HIGHLY TECHNICAL
Type of Transactions:	LGU PROJECTS
Who may avail:	GOVERNMENT TO GOVERNMENT

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
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Annual Investment Plan, Endorsement/ Referral	Local Chief Executive, City Planning & Development Office, & Engineering Office
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for inspection	Supervision of on-going projects	None	1day	Isagani S. Magaoay City Architect Brian Ed B. Nieva Architect III
2. Submit request for Final inspection of completed projects	Final inspection of completed projects	None	1day	Apple John Cabalunga Draftsman I (B) Mon Kristopher F. Castillo Draftsman I (B)
TOTAL:			2 Days	
<i>(please use additional sheet/s if necessary)</i>				

3. Permits

Description of the Service: Ensures compliance of (R.A. 9266) under PD 1096 The National Building Code of the Philippines and Implementation of BP 344 (Accessibility Law for PWD)

Office or Divisions:	ARCHITECT'S OFFICE
Classification:	HIGHLY TECHNICAL
Type of Transactions:	ARCHITECTURAL PERMIT
Who may avail:	GOVERNMENT TO PUBLIC

CHECKLIST

WHERE TO SECURE

Five (6) sets of Architectural plan signed by Registered & license Architects

Registered & license Architects

Client Step	Agency Action	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook	Receive the pertinent documents & check for completeness	None	2 min	Marilou Q. Balisi Administrative Aide I
	(R.A. 9266) under PD 1096 The National Building Code of the Philippines	None	1 day	Brian Ed B. Nieva Architect III Apple John Cabalunga Draftsman I (B) Mon Kristopher F. Castillo Draftsman I (B) F. Castillo
2. Receive of Architectural permit	Issuance of Architectural permit approved / disapproved	None	2 min	Isagani S. Magaoay City Architect
TOTAL			1 DAY 4 Mins.	
<i>(please use additional sheet/s if necessary)</i>				

FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Answer the client feedback form at the Public Assistance & Complaints Desk & drop it in the designated suggestion drop box; or</p> <p>Contact Info: (078) 624-0242 or Email us: lguilagan@yahoo.com</p>
How feedback are processed	<p>Everyday after office hours, the Public Assistance & Complaints Desk Officer of the day opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant to answer within three days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries & follow-ups, clients may contact the following telephone numbers: (078) 624-0242</p>
How to file a complaint	<p>Answer the client complaints feedback from and drop it in the designated suggestion dropbox located at the Public Assistance and Complaints Desk (PACD)</p> <p>Complainants can also be filed via telephone. Make sure to provide the following information:</p> <p>Name of person being complained; Incident; Evidence; Or E-mail us: lguilagan@yahoo.com</p> <p>For inquiries and follo-ups, clients may contact the following telephone number: (078) 624-0242</p>
How complaints are processed	<p>The PACD Officer of the day opens the complaints suggestion box on a daily basis and evaluates each complaints.</p> <p>Upon evaluation, the PACD Officer shall start the investigation and forward the complaint to the office concerned for their explanation;</p> <p>The PACD Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action;</p> <p>The PACD Officer will give the feedback to the client;</p> <p>For inquiries and follow-up, clients may contact the following telephone numbers: (078) 624-0242</p>
Contact Information of the City Government of Ilagan	<p>City Mayor's Office : (078) 624-1674 City Administrator's Office : (078) 624-2233 CHRMO : (078) 624-0242</p>

LIST OF OFFICES

Office	Address	Contact Information
OFFICE OF THE CITY MAYOR	Ilagan City Hall Rizal St. San Vicente, City of Ilagan, Isabela	078- 624-1674
OFFICE OF THE CITY VICE-MAYOR	Ilagan City Hall Rizal St. San Vicente, City of Ilagan, Isabela	078-624- 0878
OFFICE OF THE CITY ADMINISTRATOR	Ilagan City Hall Rizal St. San Vicente, City of Ilagan, Isabela	078-624-2233
OFFICE OF THE CITY GENERAL SERVICES	Ilagan City Hall Rizal St. San Vicente, City of Ilagan, Isabela	078-624-0742
OFFICE OF THE CITY DISASTER RISK REDUCTION MANAGEMENT	Ilagan City Hall Rizal St. San Vicente, City of Ilagan, Isabela	078-624-1124
OFFICE OF THE BUSINESS PERMITS & LICENCING	Ilagan City Hall Rizal St. San Vicente, City of Ilagan, Isabela	323-1324
OFFICE OF THE CITY TOURISM	Ilagan City Hall Rizal St. San Vicente, City of Ilagan, Isabela	078-624-1511
OFFICE OF THE CITY TREASURER	Ilagan City Hall Rizal St. San Vicente, City of Ilagan, Isabela	078-624-2043
OFFICE OF THE CITY BUDGET	Ilagan City Hall Rizal St. San Vicente, City of Ilagan, Isabela	078-624-0876
OFFICE OF THE CITY ACCOUNTANT	Ilagan City Hall Rizal St. San Vicente, City of Ilagan, Isabela	078-624-2479
OFFICE OF THE CITY PLANNING & DEVELOPMENT	Ilagan City Hall Rizal St. San Vicente, City of Ilagan, Isabela	078-624-0009
OFFICE OF THE SANGGUNINANG PANLUNGSOD	Ilagan City Hall Rizal St. San Vicente, City of Ilagan, Isabela	323-2731
OFFICE OF THE CITY LEGAL	Ilagan City Hall Rizal St. San Vicente, City of Ilagan, Isabela	078-624-0358
OFFICE OF THE CITY ARCHITECT	Ilagan City Hall Rizal St. San Vicente, City of Ilagan, Isabela	323-2588
PERSON WITH DISABILITIES OFFICE	Ilagan City Hall Rizal St. San Vicente, City of Ilagan, Isabela	323-2667
PESO	Ilagan City Hall Rizal St. San Vicente, City of Ilagan, Isabela	323-2749





**CITY GOVERNMENT OF ILAGAN
PROVINCE OF ISABELA**

CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act. No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **HON. JOSEMARIE L. DIAZ, DMD. MBA, CITY MAYOR OF THE CITY GOVERNMENT OF ILAGAN,** the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

1) The **CITY GOVERNMENT OF ILAGAN** including its Service Offices has established its service standards known as the Citizen's Charter that enumerates the following:

- a. Vision and Mission of the agency;
- b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iv. Maximum time needed to conclude the process;
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees, if necessary; and
 - vii. Procedure for filing complaints.

2) The Citizen's Charter is posted as an information billboard through interactive information kiosk, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.

3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.

4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.

5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.

6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.


IN WITNESS WHEREOF, I have hereunto set my hand this 6th day of **December, 2019** in City of Ilagan, Isabela, Philippines.



HON. JOSEMARIE L. DIAZ, DMD. MBA
City Mayor

SUBSCRIBED AND SWORN to before me this 6th day of **December, 2019** in City of Ilagan, Isabela, Philippines, with affiant exhibiting to me his government issued ID issued on July 1, 2019 at City of Ilagan, Isabela

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Notary Public/ Administering Officer
Y. GABRIEL L. GOLLANA, JR.
NOTARY PUBLIC
ROLL NO. 58142
UNTIL DECEMBER 31, 2019
PTR NO. 36281935
ISSUED ON JANUARY 7, 2019
ATLIS COMP. NO. W-8810948